

100 QUESTION OF FOOD & BEVERAGE SERVICE

1. What is hotel

It is a place where a bonafide guest receives food and shelter by the exchange of money.

2. What is Hospitality

Hospitality is the relationship between a guest and a host, wherein the host receives the guest with goodwill, including the reception and entertainment of guests, visitors, or strangers

3. What is Restaurant

It is a place where people pay to sit and eat meals that are cooked and served on the premises.

4. What is Food

It is a Substance consisting essentially of protein, carbohydrate, fat, and other nutrients used in the body of an organism to sustain growth

5. What is Beverage

It is a potable liquid which can be drinkable and consumable

6. What is Service

Service is a thing which is intangible in nature and it deliver towards customer satisfaction is known as service

7. What is F&B Service

It the process of preparing, presenting and serving of food and beverages to the customers

8. What is HRACC

HRACC stands for "Hotel & Restaurant Approval and Classification Committee" (India)

9. What is FSSAI

FSSAI stands for "Food Safety and Standards Authority in India" FSSAI helps to provide food license and maintain the quality of the food business holders in India.

10. Who give liquor licensed to the bar

Liquor license is granted by the Excise Department of the respective state

11. What is catering establishment

Catering establishment means a restaurant, canteen, club, public house, school, hospital or similar establishment, where, in the course of a business, food is prepared for delivery to the ultimate consumer

12. What is transport catering

The provision of food and beverages to passengers, before, during and after a journey on trains, aircraft and ships and in buses or private vehicles is termed as transport catering

13. What is catering

Catering is the business of providing foods and beverage service to the people at a remote location. It is a part of food and beverage service sector. For example, arranging food services at a wedding location

14. What is cafeteria?

A self service eatery, especially in work places and schools offering snacks limited meals and beverages

15. What is coffee shop

A coffee shop is a kind of restaurant that sells coffee, tea, cakes, and sometimes sandwiches and light meals

16. What is Cutlery

Cutlery refers to tools used for preparing, serving and eating food (or) the tools which has cutting edge

17. What is Crockery

All kinds of Plates, cups, saucer, dishes and other similar items, which are made out of earthenware or chinaware

18. List down 5 glassware name & their use

- Water Goblet (Used for serving water on the table)
- Collins / Highball (Used for serving juices, aerated drinks, Gin and tonic etc)
- Rock Glass or Tumbler (Used for serving drinks 'On the Rock's'.)
- Shooter (Used for single measures of liquor and 'shooters')
- Beer Mug (Used for Beer service)
- Champagne Tulip / Champagne Flute (Used for serving Sours, Champagne and Champagne Cocktails.)
- Brandy Snifter (Used for serving Brandy and some cocktails)
- Coupette / Margarita (Used for serving Frozen cocktails such as Margaritas, or daiquiris)
- Hurricane (Used for 'Long' Drinks such as Long Island Iced Tea, Zombie, and the Hurricane)

19. Types of champagne glass and their use

Champagne Tulip / Champagne Flute/ Champagne Saucer (Used for serving Sours, Champagne and Champagne Cocktails.)

20. Attribute of F & B service

Courtesy, Personal Hygiene, Knowledge of food and drinks, Punctuality, Local knowledge, Personality, Attitude Towards Customers, Memory, Loyalty, Conduct, Sales ability, Sense of urgency, Customer's satisfaction, Complaints

21. Duty responsibility of waiter

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area

22. What is "KOT" and "BOT"

Kot= Kitchen order ticket, Bot=bar order ticket

23. Why side station is called dummy waiter

The side station is also called the dummy waiter or service console, why because it can't move from one place to another and it can work like as waiter

24. What is Food & Beverage service

Food and Beverage Services can be broadly defined as the process of preparing, presenting and serving of food and beverages to the customers

25. What is Room service

It is type of service, where food is served to guests in their allotted rooms in hotels

26. Duty responsibility of Hostess

- Greet incoming and departing Guests warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name
- Use visual cues to seat Guests in either the bar or dining area depending on their preference
- Inform Guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant and provide appropriate service
- Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate
- Tend to special Guest needs and requests
- Observant to Guests' needs throughout dining experience to ensure they receive high quality service (i.e. notice a drink refill is needed while seating another Guest and ensuring the drink is refilled prior to getting back to the door).

27. Types of Banquet setup

Banquet / Wedding Style, Board Meeting Style, Herringbone or fish bone style, Hollow Square Style, Lecture Room - Training Room Style, School Room, T Shape – Style, Theater Style, U Style

28. What is Banquet

Banquet is a department of f & b service, where large number of people can be served

29. Difference between intra and inter departmental relationship with example

Departmental relationship is very essential for smooth operation. In simple words the relation within the outlet that is known as INTRA and the relation with outlet to department are known as INTER departmental relationship

30. List down 5 cutlery name

Ap Spoon, Ap Fork, Ap Knife, Service Spoon, Service fork, fish fork, fish knife, Dessert spoon, Dessert Fork

31. Types of service

French Services: this is known as "FAMILY service"

American Service: this is a "Pre-plated service".

English Service: this is "Host Service".

Gueridon Service: this is "Personalized service"

Silver service: this is "Platter to plate service"

32. List down 5 crockery name

Quarter Plate = 6" (15cm diameter) = (Used to keep bread, cheese or as an underline)

Half Plate=8" (20 cm diameter) = (Used to serve starters, pasta, dessert, fish etc)

Full Plate=10" (25cm diameter) =(Used to serve main course)

Soup bowl=250ml =Used to serve soup, breakfast cereals

Soup cup=250ml=Used to serve thin soup, It is also known as consommé cup

Tea Cup=200 ml (62/3Fl oz) = Used to serve tea during the day

Coffee cup=97-100 ml=Used to serve coffee after lunch or dinner, It is also known as demitasse.

33. List down 5 types of fork

Table fork= which is use for lunch & dinner

Service Fork= used to serve food to guest

Salad Fork= for use to eat salad

Snail fork= for use to eat Snail

Oyster Fork= It's mainly used to eat oyster and other sea food

Dessert fork= it's mainly used to eat dessert

Fruit fork= for used to eat Fresh fruits

34. List down 5 types of spoon

Table spoon= it use for lunch & dinner

Service spoon= it use for serve food

Dessert spoon= it use while eating dessert

Soup spoon= it use while eating soup

Tea & Coffee Spoon= use for tea & coffee service

35. List down 5 types of special equipment

Bud vase, table number, menu card, menu stand, cruets, ashtray, toast rack, sauce boats

36. List down 5 major Bar equipment name

The beer panel, sinks, the Post Mix, the Refrigerator, ice Machine, glass washer, cash Register, Sprit dispenser, Glassware.

37. Height of a Bar counter

Standard bar height of 42 inches, the seat of a barstool should be around 30 inches

38. Parts of Bar

Front Bar=bar top, bar wall, bar rail, foot rail

Back Bar=glass rail, drip edge

Under Bar=sinks, refrigerator, keg

39. What is the height of Bar stool

From the floor to the seat (29 to 32-inch seat height)

40. Parts of Glassware :

Tumbler, Footed ware, stemware

41. What is cover and its size

It is a place setting for one guest, (24"X15")

Side plate=6"

Full plate=10"

Space for placing cutlery=8"

Total length=24"

width of the full plate=10"

Space from the edge of the table to the handle of the cutlery=1/2"

Space for water goblet=4^{1/2}

Total width=15"

42. List down 5 disposable item

Paper napkins, disposable plate, cups, place mats, doilies, coasters, table rolls, gloves, spoons, forks, knives,

43. What is slip cloth

It is used to cover soiled table cloth during operation.

44. What is Buffet

Buffet is a meal where guests serve themselves from a variety of dishes set out on a table

45. What is Baize cloth

Baize is a smooth cloth made from 80% wool and 20% cotton which is use on table for avoiding breakages.

46. What is TDH menu and A-la-cart menu

It is types of menu offer a wide choice of dishes each category and each dish is priced separately

47. List down 5 wine opener

Waiters Corkscrew by HiCoup, Corkscrew, Truetap, Electric Wine Opener, Wall-Mounted Corkscrew With Wood Backing

48. List down 3 cocktail shaker

Cobbler Cocktail Shaker, Boston Cocktail Shaker, Parisian Cocktail Shaker

49. List down 5 knives name

Dinner knife= 9^{1/2}

Steak knife= 6" long= it is use for serrated or non-serrated depending on specific steak cuts

Fish knife=8^{3/4}= Fish knife is used when fish is served for dinner

Dessert knife= Dessert knife can be used for dessert

Fruit knife= Measuring between 6 ½ and 7 ¼ inches, fruit knife has a pointed tip and a narrow straight

Butter knife= Small in size at 5 to 6 inches, butter knife has a rounded point so that it does not scrape the bread while spreading butter

50. Size of Tea Cup

A shape approximately 3 ¼ to 3 ¾ inches in diameter by 2 to 2 ½ inches in height, The companion saucer measures about 5 ¼ to 5 5/8 inches across

51. What is Demi Tasse

Demi= Half, Tasse= Cup (it is being used for serve espresso)

52. What is Accompaniment

Accompaniments can be defined as any additional food items that are served with the main dish.

53. List down 5 Soup and its accompaniment

Minestrone soup= grated parmesan cheese, grilled flutes

Cream of tomato soup= Croutons

French Onion Soup= crispy garlic bread and melted cheese

54. List of 6 mother sauce

Béchamel Sauce – Béchamel sauce, or white sauce, was a sauce most often served to the rich or to royalty. Made out of a roux of flour, boiled milk and butter, the creamy white sauce added a smooth touch to white meats such as chicken, vegetables and eggs.

Veloute Sauce – Veloute sauce is often called the “fat white sauce” or “rich white sauce.” This is a white sauce with a blondish color that starts with chicken, veal or fish stock that has been thickened with a white roux. Common derivatives of this sauce include allemande sauce (veal), supreme sauce (chicken), and vin blanc sauce (fish). For example, allemande sauce is based on veal veloute with egg yolk and cream, while supreme sauce is a chicken veloute that has been reduced with heavy cream

Brown or Espagnole Sauce – This sauce starts with a dark brown roux, veal stock, beef, bones, vegetables and seasonings. It is heated, skimmed and reduced.

Hollandaise Sauce – Hollandaise sauce is a rich sauce featuring egg yolks and butter. While France made its own butter for many years, they imported butter from Holland during World War I. During this time, the sauce formerly known as “sauce Isigny” became known as Hollandaise sauce

Tomato Sauce – Tomato sauces are based on tomatoes. A common derivative sauce based on tomato sauce is marinara sauce.

Mayonnaise Sauce-The invention of the sauce or the name is possibly derived from three different sources- 'mahon', 'manier' (meaning to stir), and 'moyeu' (referred to the middle of the egg). Mayonnaise is a cold emulsified sauce based on egg yolks. If it is not handled carefully, it will separate giving a curdled appearance. It constitutes oil, egg yolk, and vinegar or lemon juice.

55. What is stock

Stock is made by simmering animal bones and/or meat, fish, or vegetables in water and/or wine. mirepoix or other aromatics are added for more flavor

56. List of 5 pasta with its sauce

Pasta= (**Penne, Spaghetti, Fusilli, farfalle, Nochi, linguini, risotto**)

Sauce=**Marinara** (A can or two of good tomatoes, a lot of garlic, and a bit of fresh herbs)

Arrabbiata = It is a spicy sauce for pasta made from garlic, tomatoes, and dried red chili peppers cooked in olive oil

Alfredo= Traditional Alfredo sauce is a simple white/cream sauce. It is made from butter, heavy cream, and parmesan cheese, garlic, salt, pepper.

Carbonara= Carbonara sauce is made from egg, hard cheese, guanciale (or pancetta), and black pepper

Napolitana= Basil, bay leaf, thyme, oregano, peppercorns, cloves, olives, and mushrooms may be included depending on taste preferences. Some variants include carrots and celery. The basic sauce is vegetarian, although meat such as minced beef or sausage can be added.

Bolognese= tomatoes, minced beef, garlic, wine and herbs

57. What is Caviar and mentioned 5 caviar name

Caviar is a Roe of sturgeon fish,

1. Osetra Caviar.
2. Sevruga Caviar.
3. Kaluga Caviar.
4. Hackleback Caviar.
5. Salmon Caviar (Salmon Roe)

58. What is smoke salmon

Smoked salmon is a preparation of salmon, typically a fillet that has been cured and hot or cold smoked

59. What is Hors-d oeuvre

Hors-d oeuvre is a French word which means, Appetizer is spicy in nature in order to stimulate the appetite for the dishes that are to follow in the course

Ex: Salads: Beet root, Potato Salad, Tomato Salad, Fish Mayonnaise, Russian Salad

60. What is potage

Potage is a French word, which means soup, (Soup also act as an appetizer for the further courses to come)

Ex: Green Bean Soup

61. List of 5 thick soup

1. Cream of Spinach soup
2. Cream of tomato soup
3. Cream of mushroom soup
4. Leek potato soup
5. Green Peas Soup
6. Mulligatawny soup
7. Pumpkin soup

62. List of 5 thin soup

1. French onion soup
2. Sweet corn soup
3. Lemon coriander soup
4. Noodle broth soup
5. Minestrone soup
6. Seafood bisque

7. Tom yum prawn soup

63. List of 5 soup and its accompaniment

Minestrone soup = breadsticks

Mushroom soup = Parmesan Bread twist

French onion soup = cheesy Garlic bread

Manchow soup = fried noodles

Tomato soup = fried bread toast

64. What is cheese

Cheese is a dairy product that's made from milk solids.

65. Types of cheese with example

Type= Fresh, soft, semi hard, Hard, blue

Fresh=

Cottage- unripened low-fat, skimmed milk cheese with a granular curd. Originated in the USA and now has many variations

Cream- cottage cheese but is made with full milk. There are a number of different varieties available, some made from non-cow milks

Mozzarella- Italian cheese made now from cow's milk but originally from buffalo milk

Ricotta- Italian cheese made from the whey of cow's milk

Soft=

Brie- French made since the eighth century. Other countries now make this style of cheese, distinguishing it by the country's name, eg German brie

Feta- Greek cheeses made from both goat's and sheep's milk

Semi-hard=

Cheddar- classic British cheeses now made all over the world and referred to as, for example, Scottish cheddar, Canadian cheddar

Edam- Dutch made has a fairly bland, buttery taste and a yellow or red wax coated rind. It is sometimes flavoured with cumin

Emmenthal- Swiss cheese refers to the Emme Valley. It is similar to Gruyere, although it is softer and slightly less tasty

Gouda- buttery textured, soft and mild flavoured well-known Dutch cheese with a yellow or red rind

Hard=

Parmesan- classic Italian hard cheese, more correctly called Parmigiano Reggiano, and predominantly known as the grated cheeses used in and for sprinkling over Italian dishes

Provolone- smoked cheese made in America, Australia and Italy. Now made from cow's milk but originally from buffalo milk.

Blue=

Danish Blue- one of the most well-known of the blue cheeses. Softish and mild flavoured, it was one of the first European blue cheeses to gain popularity in Britain

Gorgonzola- softish, sharp flavoured, classic Italian cheeses with greenish veining, which is developed with the addition of mould culture

Blue Shropshire- similar to Blue Cheshire but made in Scotland

66. What is Chinese cruet

Soya sauce, chili vinegar, green chili sauce

67. Which cheese being used for Minestrone soup garnish

Parmesan cheese

68. Different types of wine

- Table wine
- Sparkling wine
- Aromatized wine
- Fortified wine

69. 5 teas brand name

- Earl grey tea
- Lemon tea
- Darjling tea
- English breakfast tea
- Paper mint tea

- Assam tea

70. What is the serving temperature of tea and coffee

160 degrees F to 185 degrees F (85 degrees C)

71. Serving temperature of hot food and cold food

140°F for hot food, 40°F for cold food

72. Soup bowl standard size

250ml.

73. What is HACCP

Hazard analysis critical control point

74. Types of buffet

- Sit down buffet
- Standing or stands up buffet or fork buffet
- Display buffet or finger buffet

75. What is APC

Average per cover

76. Difference between Fermentation & Distillation

Fermentation is the process in which sugar is converted to alcohol and carbon dioxide by yeast, where as distillation is the process of separating elements in a liquid by vaporization and condensation

77. 5 red grape name

Cabernet Sauvignon, merlot, pinot noir, syrah/shiraz, zinfandel

78. 5 white grapes name

Chardonnay, Sauvignon blanc, Riesling, Chenin blanc, Semillon, pinot blanc

79. Difference between liquor and liqueur

Liqueurs are sweetened spirit with various flavors where as liquors are only spirit which is odorless, color less, and taste less

80. Difference between champagne and sparkling wine

The wine coming from champagne region France can only called champagne otherwise it can called sparkling wine

81. Difference between cognac and brandy

Cognac must come from the Cognac region in Southwest France, where as brandy can come from anywhere in the world and it is a distilled spirit from grapes(wine)

82. List of 5 coffee flavour liqueur , liquor

Tia maria, khalua, Galliano, patron, heering

83. Name of 5 International beer

- Foster= Australia ,
- tiger= Singapore, Carlsberg and tuberg=Denmark,
- corona= mexico, Heiniken= Holand, Budweiser= usa,
- Hoegaarden=belgium

84. Alcoholic percentage in beer

8%,

85. Serving temp' of red wine, and white wine

Red wine= 16° to 18°, white wine= 7° to 10°

86. Serving temp of champagne

Champagne= 5° to 10°

87. What is the alcoholic percentage in wine

13% to 16% ABV

88. List down 5 brands name of each liquor

Vodka=

- Grey goose(France),
- Stolichnaya(Russia), ciroc(France), Chopin(Poland),
- absolute(Sweden), sky(usa),

- Smirnoff(England), kettle one (Holland)

Gin=

- London dry gin,
- beefeater, Gordon's,
- tanqueray, Plymouth gin, old tom gin

Tequila=

- Sauza,
- Montezuma,
- herradura, jose cuervo,
- chinaco, patron, gusano rojo mezcal

Rum =

- Rhum barbancoeur(Haiti),
- captain morgan (puerto rico),
- myers (jamaica), Appleton estate(jamaica),
- mount gay(barbados)
- Bacardi(puerto rico)

Whisky=

- Fiddich ,
- the glenlivet,
- glenmorangie,
- knockando, jura ,
- clynelish single malt, highland park

89. List of 5 cream flavor liqueur

- Crème de banane – Banana
- Crème de cacao – Cocoa or chocolate
- Crème de cassis – Blackcurrant
- Crème de Cerise – Sour cherry
- Crème de menthe – Peppermint or Corsican mint
- Baileys irish cream

90. Brands name of 5 each french , Italy , Australia, Germany wines name

5 french wine=

- chateau mouton rothschild
- chateau smith-haut-lafitte, Grand Cru Classe
- chateau smith-haut-lafitte blanc, Grand Cru Classe
- chateau pontet-canet, Grand cru classe 2eme cru
- chateau lafite Rothschild ,grand cru classe 1er cru
- chateau latour

5 italy wine=

- chianti classic, peppoli
- barolo DOCG
- valpolicella classico DOC
- pinot grigio DOC Grave del frulli
- brunello Di Montalcino, DOCG

5 germany=

- Riesling 'La Roche
- Spätburgunder Blanc de Noir
- Gewürztraminer 2014
- Spätburgunder 2013
- Deinhard cabinet

5 Austrlia wine=

- Yellow tail
- Jim Barry
- Katnook Estate
- Jacob's Creek
- Langmeil Wineries

91. Difference between Aperitif and Appetizer

Aperitif is an alcoholic drink consumed prior to meal where as appetizer is part of a meal that's served before the main course for stimulate to appetite

92. What is Fortified wine

A grape spirit is known as fortified wine ex: sherry, port, medira, marshala

93. What is vermouth and its brands

"Vermouth" is known as Aromatized wine, ex: martin, cinazano , Americano, quinaquina, doubnnet, lillet

94. What is bitter and its brands

Bitters are flavour spirit with herbs, barks, root, spices, and fruits, ex: campari, fernet branca, amerpicon, Underberg, angostura bitter, suze

95. Difference between sherry & port

- Both are fortified wine, however sherry is comes from spain and port wine are from portugle,
- Sherry made from white grapes where as
- port made from red grape,
- sherry is lighter than port wine ,where as port is more sweeter and heavier wine

96. list down 5 shooters name

B-52, kamikaze, brain hemorage, teuila slammer, lemon drop, u-boot, shake boomb

97. What do you mean by "whisky on the Rock , and Neat"

Whisky on the rock – it means the guest wanted to be served neat whisky poured over the ice cube in the glass, and Neat means- just the alcoholic spirit nothing else.

98. What is " Xo, VSOP, XXO, VS" terms in brandy

XO- extra old(6yr age)

VSOP- very super old pale(4yr age)

XXO- extra extra old(14yr age)

VS- very superior(2yr age)

99. List out Indian wine brands

Sula syrah/ shiraz, Grover la reserve, Four seasons, Nine hill, sula sauvignon blanc, sula Chenin blanc.

100. Appellation type of wine region

Appellation – an appellation is how a country categorizes its wines by geo political boundaries each appellation has laws and regulation that may dictate where the grapes were grown and how the wine was made.

Ex:-

- United states = AVA- American viticulturals areas
- France = AOC/AOP- Appellation d' Origin Controlee/ Portegee
- Itly = DOC- Denominazion di origin controllata
- Spain =DOP – Denominacion de origin protegida
- Germany = QBA- Qualification bestimmer anbauggebiete

101. What is called Cocktail & Mocktail

Cocktail: A mixture of two or more alcoholic or non alcoholic

Beverages in a definite ratio

Mocktail: Mocktail it is a mixture of two or more non alcoholic beverage, ex: juice, soft drink, crushes syrups etc

102. Way of drinking tequila short

Lip the salt---gulp the tequila—suck the lemon wedge

103. What is food cost

It is the cost of ingredient used in the preparation of dishes for sale

104. What is selling cost

Selling cost refers to the expenditure which is done by company it includes advertisement, promotion, distribution of the product

105. What is over head cost

The indirect cost of fixed expenses of operating a business (**that is the cost not directly related to the manufacture of a product or delivery of a service**) that range from rent to administrative cost to marketing costs. Overhead refers to all non-labor expenses required to operate your business.