

Uva Wellassa University

Faculty of Management

**Degree of Bachelor of Business Management in Hospitality, Tourism and Events
Management**

SECOND YEAR SECOND SEMESTER EXAMINATION – DECEMBER/JANUARY 2017

HTE 214-2-Advanced Restaurant Management



Part B- Essay Questions

Answer three (03) questions including question no one (01)

Marks allocated: Forty Five Marks (45)

- 1) Wine is an alcoholic beverage obtained by the fermentation of the juice of freshly gathered grapes according to the local custom and traditions without the addition of any foreign substance or ingredients.
 - a) What are the main types of wine available in the beverage industry?
(03 Marks)
 - b) Define the following.
 - I. Luck of the year
 - II. Viticulture
 - III. Vinification
 - IV. Terrior
(04 Marks)
 - c) Briefly explain the table wine making procedure.
(08 Marks)
- 2) Training is the process of changing in appropriate behavior to a desired behavior. That desired behavior is the excellence in performance wanted from restaurant team. Discuss why training is important in restaurant management.
(15 Marks)
- 3) "Briefing is an important tool in the hands of the restaurant supervisor. It sets a plan of action and check for the shift". Discuss with suitable examples.
(15 Marks)
- 4) a) When escorting guests to a table, common sense should be used to place them in the restaurant. If you are a member of the service staff, how do you utilize the tables according to the party size? Briefly explain.
(07 Marks)
b) "Customer complaints become future sales opportunities". Do you agree? Justify your answer with examples related to restaurant operation.
(08 Marks)