

Section "B"

2016

1. Mr. Perera operates a Banqueting Service in the Heart of Kandy city, providing facilities for Weddings, Social Events, Fund Raisers, Holiday Parties and other social and professional functions. There are five (05) Banquet Halls, where approximately 600 events are carried out annually. Apart from these On Premise Catering, they facilitate for different Off Premise Catering Services too.

Despite Mr. Perera runs the business with the above services, for the last three consecutive years, he could not ensure a smooth operation in the company and financial records revealed considerable level losses during this period.

- a). In regards to quality operations of Mr. Perera's Banquet Service, advise him about the five gaps that might exist in service delivery by explaining how to minimize them to restore his sales and good will. (10 Marks)

- b). Now Mr. Perera needs your assistance to develop his operation in a more efficient and effective way to implement a sustainable catering operation and efficiently booking and managing onsite and off-premise catered events. You should highlight the cost controlling, energy saving and management, risk and sanitation management and complying technology to the operation, etc to restore his banquet operations. (20 Marks)

(Total Marks 30)

2.

- a). What is meant by the Meal Management? (03 Marks)

- b). Why Catering Operation is given an important place in the current business world? (05 Marks)

- c). In a banquet operation, food is prepared by professionals and serve them to a target group of people at a designated place at a designated time and price. Explain each stage of the banquet operation process using an example. (12 Marks)

(Total Marks 20)

3.

a). Define the 'Banquet Event Order' (BEO)? (3 Marks)

b). Briefly describe the content of a BEO in the general operation. (7 Marks)

c). **"Provision of appropriate Food and Beverage to the target group is one of the core functions of any form of Catering System".**

Explain the key points to be considered in Menu Planning for a given scenario. Use adequate examples to elaborate your answer. (10 Marks)

(Total Marks 20)

4. **"Banquet is not just serving foods to a group of people. In order to meet the clients' expectations successfully, it is required to carry out number of activities in the proper manner."**

Do you agree with this statement? Justify your answer with adequate examples from the Industry.

(20 Marks)

(Total Marks 20)

