

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION MAY 2017
(Sixth Semester)

Branch - NUTRITION, FOOD SERVICE MANAGEMENT & DIETETICS

FOOD SERVICE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks!)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 2* = 20)

- 1 List the types of organization structure.
- 2 Give the labour laws.
- 3 What is performance appraisal?
- 4 Define training.
- 5 What is marketing mix?
- 6 List the factors affecting labour cost.
- 7 Give the types of leadership styles.
- 8 What are inventory control?
- 9 Give the types of cleaning agents. *
- 10 List the functions of housekeeping departments.

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a Give a brief note on principles of management.
OR
b Give an account of various food laws.
- 12 a Write on methods of work simplification.
OR
b Write short notes on motivation. ..
- 13 a Enumerate the steps in budget planning.
OR
b Write on sales promotion in food service.
- 14 a Mention the methods of communication.
OR
b Outline the computer application in food service management.
- 15 a Give the organization chart of housekeeping department.
OR
b Write on equipments in housekeeping management.

SECTION - C f30 Marks!

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Explain function of management.
- 17 Discuss on employee facilities and benefits in food service management.
- 18 Explain marketing as a managerial function.
- 19 Discuss on barriers to good communication..
- 20 Write on equipment used in front office.