

**PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)**

**BVoc DEGREE EXAMINATION DECEMBER 2017  
(Third Semester)**

**Branch - HOSPITALITY MANAGEMENT**

**RESTAURANT OPERATIONS MANAGEMENT**

Time : Three Hours

Maximum : 75 Marks

**SECTION-A (20 Marks)**

Answer **ALL** questions

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

- 1 What is the expansion of ITC & KFC?
- 2 What is off premises catering?
- 3 Mention the functions of receiving.
- 4 What is a drive-in?
- 5 Name 4 fast food chains.
- 6 Define cutlery.
- 7 Name any 4 glasses used in the restaurant.
- 8 Expand EPNS.
- 9 Name any 4 disposables used in restaurant.
- 10 What is Mise-en-place & Mise-en-scene.

**SECTION - B (25 Marks)**

Answer **ALL** Questions

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

- 11 a Give an introduction to food service industry in India.  
OR  
b What are the various career opportunities in the catering industry?
- 12 a List out the points to be considered while planning & layout of restaurant.  
OR  
b Draw a model of a restaurant floor plan.
- 13 a Differentiate between specialty restaurant & coffee shop.  
OR  
b Write a short note on grill & buffet chains.
- 14 a Classify glassware with sizes.  
OR  
b Explain about the various flatware used in restaurant.
- 15 a Write down the points to be followed before starting the restaurant operation.  
OR  
b Give a brief note on menu engineering.

**SECTION - C (30 Marks)**

Answer any **THREE** Questions

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

- 16 Discuss about the various types of restaurants.
- 17 Elucidate the environmental factors influencing the food service operations.
- 18 Explain about the ownership of hotels & their types.
- 19 Summarize the selection criteria of food service equipments.
- 20 Discuss on various types of menu with examples.