

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

**BSc DEGREE EXAMINATION MAY 2026
(Sixth Semester)**

Branch – **NUTRITION, FOOD SERVICE MANAGEMENT & DIETETICS**

FOOD SERVICE MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Organizing in management involves:----- (i) Determining standards (ii) Grouping activities and assigning responsibilities (iii) Motivating employees (iv) Evaluating performance	K1	CO1
	2	Controlling ensures:----- (i) Increased advertising (ii) Comparison of actual performance with standards (iii) Staff recruitment (iv) Kitchen decoration	K2	CO1
2	3	Performance appraisal is used to----- (i) Dismiss employees (ii) Assess and improve employee performance (iii) Reduce food cost (iv) Purchase equipment	K1	CO2
	4	Training programs in hospitality mainly aim to----- (i) Reduce employee benefits (ii) Enhance skills and service quality (iii) Increase employee turnover (iv) Increase hidden costs	K2	CO2
3	5	Storage areas in food service should be located ----- (i) Far from kitchen (ii) Near receiving and production areas (iii) Outside the building (iv) Near customer dining area	K1	CO3
	6	Time management in food service improves----- (i) Labour cost and productivity (ii) Food spoilage (iii) Energy waste (iv) Communication barriers	K2	CO3
4	7	Labour cost percentage is an indicator of----- (i) Raw material quality (ii) Employee efficiency and wage control (iii) Kitchen size (iv) Advertising effectiveness	K1	CO4
	8	Menu planning affects food cost by----- (i) Increasing employee salary (ii) Controlling portion size and ingredient selection (iii) Increasing advertising expenses (iv) Reducing kitchen space	K2	CO4
5	9	----- module includes property management, sales and catering, quality management, computer accounting and gaming. (i) OCIS (ii) OPERA (iii) PMS (iv) SFA	K1	CO5
	10	It implies the flow of communication from lower level to the higher levels. (i) Downward (ii) Upward (iii) Gesture (iv) Horizontal	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the role of organizing in management.	K3	CO1
		(OR)		
	11.b.	Discuss on tools of management.	K4	
2	12.a.	Assess on the job and off the job training.	K4	CO2
		(OR)		
	12.b.	Examine the methods to increase productivity in food service operations.		
3	13.a.	Construct kitchen layout and work centers.	K3	CO3
		(OR)		
	13.b.	Organize types of fuel energy and measures for conservation.	K4	
4	14.a.	Simlify various components of food cost control.	K4	CO4
		(OR)		
	14.b.	Relate employee cost with hidden cost in food service management.		
5	15.a.	Describe the different leadership styles in food service administration.	K3	CO5
		(OR)		
	15.b.	Discuss on barriers to communication and methods to overcome them.	K4	

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Critically evaluate food service organizations in India.	K5	CO1
2	17	Determine manpower management techniques including motivation and appraisal systems.	K5	CO2
3	18	Analyze the resource management focusing on kitchen planning, storage and service area design.	K6	CO3
4	19	Measure the food cost analysis in detail with steps involved in receiving, storage, production and service.	K5	CO4
5	20	Build computer-assisted management applications in food service establishments.	K6	CO5

Z-Z-Z

END