

BSc DEGREE EXAMINATION MAY 2018
(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 What is an organization?
- 2 List the food laws and labour laws.
- 3 What is performance appraisal?
- 4 Define recruitment.
- 5 What is financial management?
- 6 Define budget.
- 7 Mention the types of leadership techniques.
- 8 List the uses of computer in food service management.
- 9 Mention the equipments used in front office.
- 10 Classify cleaning agents and give their uses.

SECTION - B (25 Marks)

Answer ALL Questions

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

- 11 a Brief on principles of management.
OR
b Write on different types of organization.
- 12 a What is induction? How will you orient a new employee in the establishment?
OR
b Write short notes on employee facilities and benefits.
- 13 a What are the various records for control in a food service organization?
OR
b Write short notes on marketing cycle.
- 14 a Mention the various methods of communication.
OR
b Bring out the role of complex in inventory and purchasing control.
- 15 a Give an account of functions and components of front office.
OR
b Illustrate the organization chart of house keeping department.

SECTION - C (30 Marks)

Answer any THREE Questions

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

- 16 Explain functions and tools of management in detail.
- 17 Discuss on steps in selection of employee in an organisation.
- 18 Describe the factors affecting food cost control.
- 19 Write on importance of good communication and barriers to good communication.
- 20 Explain how house keeping department co-ordinates with other department.

Z-Z-Z

END