

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2024
(Sixth Semester)

Branch – NUTRITION , FOOD SERVICE MANAGEMENT & DIETETICS

FOOD SERVICE MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

- 1 Find the management skill required to achieve goals.

(i) Registers trade mark	(ii) Develop tactis
(iii) Formulate strategies	(iv) Outsource operations
- 2 Which of the below is not an objective of Performance appraisal ?
 - (i) assessment of performance
 - (ii) Measuring the efficiency
 - (iii) maintaining organisational control
 - (iv) Designing organisational goal
- 3 Identify the type of kitchen found in small houses and apartments.

(i) L – shape	(ii) U - shape
(iii) One wall	(iv) Individual centre
- 4 Mention the formula to calculate beverage cost.
 - (i) Beverage sales divided by purchases
 - (ii) Cost of beverage sales divided by beverage sales
 - (iii) Beverage sales divided by cost of beverage sales
 - (iv) Cost of beverage sales multiplied by beverage sales
5. Identify the leadership that promotes honesty and acts based on moral values and beliefs .

(i) Ethical leadership	(ii) Directive leadership
(iii) Humble Leadership	(iv) None of these

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

- 6 a. Narrate the principles of management.
OR
b. Bring out the importance of organization chart in an food service unit.
- 7 a. Describe the term performance appraisal.
OR
b. Explain recruitment and selection procedures of employees followed in an food service establishment.
- 8 a. Classify the size and types of kitchen.
OR
b. Analyse the importance of time and energy.

Cont...

- 9 a. Summarize the types of menu's followed in an food service organization.
OR
b. In an five star hotel, price of an dish consist of hidden cost too. Justify.
- 10 a. Outline the methods of communication.
OR
b. Analyse the importance of leadership quality.

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks (5 x 6 = 30)

- 11 a. Analyse various tangible tools of management.
OR
b Discuss on intangible tools of management.
- 12 a. Elucidate the tools for assessing productivity in an food service establishment.
OR
b. Analyse the methods to increase productivity in an food service organisation.
- 13 a. Explain the utilization and conservation ideas of fuel.
OR
b. Examine the types of storage facilities followed in an 3 star hotel.
- 14 a. Highlight the employee benefits available in food service organization.
OR
b. Discuss on various overhead cost counted to fix price for an dish.
- 15 a. Indentify the food service oriented computer applications.
OR
b. Point out the various styles of leadership.

Z-Z-Z

END