

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2023  
(Fifth Semester)

Branch – HOSPITALITY MANAGEMENT

RESTAURANT OPERATIONS

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. What is QSR?  
(i) quite service  
(ii) quick service restaurant  
(iii) que service  
(iv) none of them
2. The Restaurant Business Plan should include...  
(i) Recruitment Procedure  
(ii) Job Descriptions  
(iii) the Training Manual  
(iv) all of them
3. What are the restaurant operational styles?  
(i) chains  
(ii) independent ownership  
(iii) franchise  
(iv) all of them
4. What are the factors for selecting furniture for restaurant?  
(i) Type of Food  
(ii) Location  
(iii) Menu  
(iv) all of them
5. Mise-en-scene is a French term which refers to  
(i) setting the stage  
(ii) cooking  
(iii) baking  
(iv) all of them

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

6. a What is commercial food service?  
(Or)  
b Explain social skills required for zomato, swiggy like food service outlets.
7. a What are the types of crockeries required for restaurant?  
(Or)  
b List out the selection factors for glassware purchasing.
8. a What are the closing duties in restaurant?  
(Or)  
b How do you handle guest complaints in the coffee shop?
9. a Summarize on Family Style Restaurants.  
(Or)  
b Highlight the characteristics of Catering contracts.
10. a List out the environment factors that influence food service operations.  
(Or)  
b Write short notes on market feasibility in setting up of Restaurant Business.

Cont...

**SECTION -C (30 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** Marks

(5 x 6 = 30)

11. a Why is it called Mise en place in the restaurant?  
(Or)  
b Write pros and cons of franchise restaurants.
12. a Differentiate between chain restaurant and concept dining restaurant.  
(Or)  
b What are the duties and responsibilities of head waiter?
13. a Explain modern concepts in restaurant dining.  
(Or)  
b What are the criteria for purchasing food service equipment?
14. a List down the opening and closing duties of waiter in quick service outlets.  
(Or)  
b What are the difference between flatware and hollowware in restaurant?
15. a Explain the factors effecting food service business.  
(Or)  
b Write down all Mise en scene activity in the restaurant.

Z-Z-Z

END