

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2022
(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 x 1 = 10)

1. Function of a hotel manager starts with
(i) Planning
(ii) Organising
(iii) Directing
(iv) Evaluating
2. Food and beverage manager uses budget to
(i) Personnel management
(ii) Purchase of ingredients
(iii) Menu Planning
(iv) All the above
3. The primary reason for terminating an employee is
(i) Theft
(ii) Less Productivity
(iii) Frequent Absenteeism
(iv) Tiredness & Fatigue
4. _____ involves all levels of the organisation and requires high levels of employee participation and teamwork.
(i) Total Quality Management
(ii) Total Quantity Management
(iii) Industry Quality Management
(iv) Employee Quality Management
5. Name the fuel commonly used in small restaurants which generates more carbon footage
(i) Electricity
(ii) Charcoal
(iii) LPG
(iv) CNG
6. Find the appropriate way to manage time.
(i) Designate duties
(ii) Delegate diligently
(iii) Micromanaging
(iv) Appropriate Technology
7. Left over food in plates denotes
(i) Appropriate food portioning
(ii) High Food cost
(iii) No standardised recipe
(iv) All the above
8. Star hotels normally camouflage the costs of
(i) Complimentary Water bottles
(ii) DTH fee
(iii) Royalty Fee
(iv) All the above
9. Desirable trait of an efficient leader
(i) Strategising
(ii) Gratitude
(iii) Critical Thinking
(iv) Laissez-faire
10. Pick the role of Information Management System in a hotel
(i) Menu Planning
(ii) Guest table booking
(iii) virtual concierge
(iv) Parking allotment

Cont...

SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 7 = 35)

- 11 a Detail on the three types of planning.
OR
b Discuss about any 3 tools used by a food and beverage manager.
- 12 a Training should follow performance appraisal - Justify.
OR
b It is important to improve work productivity of employees-Justify.
- 13 a Detail on the energy conservation techniques.
OR
b Illustrate any 4 kitchen layout of a restaurant
- 14 a Detail on how cutlery and crockery handling affects overhead costs.
OR
b Discuss how hidden costs affect a small food service business.
- 15 a Compare and contrast HIS and MIS.
OR
b List out the skills and values expected in an employee.

SECTION - C (30 Marks)

Answer any THREE Questions

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

- 16 Justify - coordination is an important function for a manager.
- 17 Write about on any five methods to improve employees productivity of any Food Service Operation.
- 18 Discuss on three types of storage layouts.
- 19 Detail on the various methods adopted to reduce food cost.
- 20 Detail on the role of computers in menu planning in an Food Service Operation.

Z-Z-Z

END