Exam Date & Time: 26-Sep-2020 (10:00 AM - 01:30 PM)

PSG COLLEGE OF ARTS AND SCIENCE

Note: Writing 3hrs: Checking & Inserting Image : 30mins

BSc DEGREE EXAMINATION MAY 2020
(Sixth Semester)

Branch - NUTRITION, FOOD SERVICE MANAGEMENT & DIETETICS
FOOD SERVICE MANAGEMENT [14NDU25]

Marks: 75   **Duration: 210 mins.**

SECTION A

Answer all the questions.

1)   What is management? (2)

2)   Give various types of organization. (2)

3)   Define work simplification. (2)

4)   Mention the methods of training of a new employee. (2)

5)   Define Marketing. (2)

6)   What is profit and loss statement? (2)

7)   Define Communication. (2)

8)   List the barriers to good communication. (2)

9)   Mention the equipments used in house keeping department. (2)

10)   What are the functions of front office management? (2)

SECTION B

Answer all the questions.

11)   Sketch out the organisation structure for 3 star hotel. (5)

a)

[OR]

b)   Explain the laws that governing food service management. (5)

12)   Write on methods of performance appraisal. (5)

a)

[OR]   Give an account of methods for work improvement study.
b)   (5)

13)   Mention the factors affecting labour cost control.

                                                                                                       (5)

a)

[OR]   Write short notes on marketing mix.
b)   (5)

14)   Write on various leadership techniques.

                                                                                                       (5)

a)

[OR]   List the responsibilities and skills of food service administration.
b)   (5)

15)   What are the duties of front office personnel?

                                                                                                       (5)

a)

[OR]   Mention the co-ordination of house keeping department with other department.
b)   (5)

SECTION C

Answer 3 out of 5 questions.

16)   Explain the functions of management in detail.
                                                                                                       (10)

17)   Discuss on employee facilities and benefits.
                                                                                                       (10)

18)   Describe the steps in budget planning.
                                                                                                       (10)

19)   Explain role of computer in food service management.
                                                                                                       (10)

20)   Discuss on classification of cleaning agents and their uses.
                                                                                                       (10)

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