

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION MAY 2019
(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 Define management.
- 2 Depict the organization structure of a canteen.
- 3 What is orientation?
- 4 Mention the purpose of performance appraisal.
- 5 What are sales promotions in food services?
- 6 What is profit and loss statement?
- 7 List out the responsibilities of food service administrators.
- 8 What is MIS?
- 9 Mention the equipments used in front office.
- 10 Point out the uses of cleaning agents in housekeeping department.

SECTION - B (25 Marks!)

Answer **ALL** Questions

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

- 11 a Explain the principles of management.
OR
b State any four food laws governing food sendee.
- 12 a Bring down the recruitment and selection process of employee in food service.
OR
b Point out the employee facilities under physical and physiological needs.
- 13 a What are the factors affecting food cost control?
OR
b Highlight the importance of marketing for food service operations.
- 14 a Explain the methods of communication.
OR
b Outline the application of computers in menu planning and analysis.
- 15 a Describe the functions of front office.
OR
b Illustrate an organization chart of a housekeeping department and their responsibilities.

SECTION - C (30 Marks)

Answer any **THREE** Questions

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

- 16 Explain the tools of management.
- 17 Detail note on work simplification.
- 18 Describe the steps in budget planning and the financial operations in food service industry.
- 19 Elaborate note on leadership techniques and styles of leadership in food service operations.