

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018
III Year V Semester
Core Major - Paper VIII
FOOD SERVICE MANAGEMENT- I

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. Define food service management.
2. List the special characteristics of food service institution which differentiates them from other industries.
3. What is an organization chart?
4. Define the term organising.
5. What are the barriers to a successful communication?
6. Define the term staff appraisal.
7. Define break even.
8. What is a balance sheet?
9. Comment on the use of e-menu/digital menu.
10. Define job specification.
11. What is bench marking?
12. List the non-commercial food operations.

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Discuss the scope and prospects of food service management.
14. What are the functions of management? Elaborate on the steps in planning.
15. Brief on leadership styles and qualities.
16. Discuss the advantages of double entry system.
17. Comment on the managerial problems of a food service sector.
18. Write a brief note on different tools of management.
19. Discuss the need for training staff in a food service sector.

Section C ($3 \times 10 = 30$) Marks

Answer any **THREE** questions

20. Write a detailed note on commercial food service institutions.
21. Explain the principles of management.
22. Explain the steps involved in selection and recruitment of staffs.
23. Elaborate on the strategic points of control of food cost.
24. Write a detailed note on the application of computers in catering.

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