

TM243824N

Reg. No :

Name :

MASTER'S DEGREE (C.S.S) EXAMINATION, FEBRUARY 2024
2022 ADMISSIONS SUPPLEMENTARY (SAY)
SEMESTER III - Resource Management And Interior Designing
RM3C12TM20 - Food Service Management

Time : 3 Hours

Maximum Weight : 30

Part A

I. Answer any Eight questions. Each question carries 1 weight

(8x1=8)

1. What is a galley?
2. What are the features of a fast food outlet?
3. What is "a la carte" menu?
4. What is the significance of the table setting?
5. Name any 4 labour saving equipment used in kitchen activities.
6. Define work triangle in kitchen.
7. Write a short note on trial balance.
8. What is a budget?
9. What is manpower management?
10. List few evaluation techniques adopted in food industry to assess employees.



Part B

II. Answer any Six questions. Each question carries 2 weight

(6x2=12)

11. Explain the concept of TQM.
12. What are the factors to be considered when setting up of a food service establishment?
13. Elaborate on napkin etiquette.
14. What are the types of storage in a food service unit?
15. Write the significance of the right equipment for the kitchen and factors considered for the selection of equipment.
16. What are the advantages and disadvantages of keeping balance sheets?
17. Elaborate on behaviour costs.
18. What is the significance of on-the-job training?

Part C

III. Answer any Two questions. Each question carries 5 weight

(2x5=10)

19. Give an account of the commercial food service organisations mentioning its characteristic features.
20. Give an account of the various food service systems.
21. Elaborate on the design and layout consideration of storage areas in the catering industry.
22. Elaborate on recruitment and selection procedures in the food industry.