

(6 pages)

S.No. 3015

P 22 HMCC 1 B

(For candidates admitted from 2022–2023 onwards)

M.Sc. DEGREE EXAMINATION, NOVEMBER 2022.

Hotel Management and Catering Science –
Core choice course

CATERING MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A — (20 marks)

Answer ALL questions.

I. Choose the correct answer : (5 × 1 = 5)

1. Management functions include _____

- (a) Planning and Organizing
- (b) Directing
- (c) Controlling
- (d) All of the above

2. What is linked with Performance Appraisal?

- (a) Job Design
- (b) Development
- (c) Job Analysis
- (d) None of the above

3. These are all good qualities of a successful caterer except

- (a) Flexible
- (b) Excellent Communication Skills
- (c) People oriented
- (d) Terrible Time Management

4. Which of the following is not a Green House Gas?

- (a) Methane
- (b) Nitrogen
- (c) Carbon-di-oxide
- (d) Chlorofluorocarbon (CFC)

5. Which of the following color coding guidelines for catering / frozen products is not correctly matched?

- (a) Blue : Fish
- (b) Yellow : Cooked meats
- (c) White : Vegetables
- (d) Red : Raw meat

II. Fill in the blanks : (5 × 1 = 5)

6. Management is _____ in order to create a surplus.
7. _____ is not a step of Performance Appraisal.
8. _____ is the best type of Advertising for a caterer.
9. S.O.P. stands for _____.
10. Menu planning is done by _____.

III. Answer the following questions : (5 × 2 = 10)

11. What is management?
12. Name any two management theories.
13. Define the term "Check list method".
14. What is cook chill system?
15. Write the natural gas consumption calculation formula.

PART B — (5 × 5 = 25)

Answer ALL questions, choosing by either (a) or (b).

16. (a) Write the different levels of management.

Or

- (b) Write short notes on "management as a profession".

17. (a) List out the employee promotion criteria.

Or

- (b) Write the steps in the performance appraisal process.

18. (a) Highlight the importance of authority and responsibility in management.

Or

- (b) List down the performance goal and objectives of an organization.

19. (a) Write short notes on "Cook Chill Equipments".

Or

- (b) Give the five functions of management and explain.

20. (a) How to calculate acquisition cost of equipment.

Or

- (b) Write the various types of energy conservation devices.

PART C — ($3 \times 10 = 30$)

Answer any THREE questions.

21. Bring out the importance of controlling in management.
22. Explain the guidelines for effective performance appraisal.
23. Describe the different types of customers in Hospitality Industry.

24. Analyse the issues and challenges in food service industry.

25. Draw the image of atmospheric steaming oven and brief it.
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