

S.NO: 6689

P 22 HMCC 1 B

(For candidates admitted from 2022 - 2023 onwards)

M.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

Hotel Management & Catering Science - Core Choice Course

CATERING MANAGEMENT

Time: 3 Hours

Maximum Marks : 75

SECTION – A (20 marks)

Answer ALL questions.

I.(A) Choose the Correct Answer (5 x 1= 5 Marks)

1. Which of the following is not one of the four Primary Management Functions?
 - a. Staffing
 - b. Controlling
 - c. Organizing
 - d. Planning
2. Performance Appraisal aims at _____
 - a. Goals of Employees
 - b. Goals of Organization
 - c. Both a & b
 - d. Group Performance
3. At a larger Hotel, the catering department is part of the _____
 - a. Food and Beverage Department
 - b. Sales Department
 - c. Rooms Division
 - d. Guest Service Division
4. Which of the following comes under non-commercial catering?
 - a. Non-Residential
 - b. Institutional Catering
 - c. Residential Catering
 - d. None of the above
5. Service Personnel
 - a. Sales and Administration
 - b. Serve food and Beverage
 - c. Solicit Business
 - d. Maintain Work

(B). Fill in the blanks (5 x 1= 5 Marks)

6. The responsibility of the operations manager includes _____
7. _____ process of evaluating an employee's performance of a Job in terms of its requirements.
8. A mobile caterer serves food directly from _____ which is designed for the purpose
9. _____ is swing food at location away from the caterer's food production facility.
10. It is the best type of advertising for a caterer _____

II. Answer the following questions (5 x 2 = 10 Marks)

11. What is the selection process?
12. Define the term "Authority".
13. What is Dietary Service in Hospital.
14. Name any four Types of Quality Control.
15. What is outdoor catering?

SECTION – B (5 x 5 = 25 Marks)

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

16. a) Write the salient features of Management.
(or)
b) Highlight the importance of Co-ordination in management.

17. a) State the purpose of Performance Appraisal.
(or)
b) What are the factors to be considered on Promotion an Employee?
18. a) Provide the food habits during Covid-19.
(or)
b) Write the principles and major functions of Catering Management.
19. a) List down the factors affect the Catering Business.
(or)
b) Distinguish between cook-chill and cook freeze.
20. a) Write the process of Water Treatment in Catering Service.
(or)
b) Write short note on "Atmospheric Steam Oven".

SECTION – C (3 x 10 = 30 Marks)

Answer any **THREE** of the following

21. Reveal the scope and nature of Management System.
22. Enumerate the process of Performance Appraisal.
23. Discuss the 14 principle of management created by Henry Fayol.
24. Narrate the problems and challenges faced by Catering Industry.
25. Analyse the importance of Electrical Installation and maintenance in Catering Services.
