

**Avinashillingam Institute for Home Science and Higher Education for Women
Coimbatore- 641043.**

**Master's Degree Examination – November 2017
I Semester**

17MFDC04 Operations Management in Food Service

**Class : I PG
Major : Food Service management and Dietetics**

**Time: 3 hours
Max. Marks: 60**

17MFDC04 Operations Management in Food Service

Part A

10 x 1/2 = 5

Choose the correct answer

1. A means by which a guest is able to make a reservation at a hotel is called
(a) reservation request (b) tentative reservation (c) reservation route (d) reservation avenue.
2. The hotels having 10 lettable bed rooms with 25% attached bathrooms is a minimum requirement for this star category of hotel
(a) one (b) two (c) three (d) four
3. The suitable cleaning method for the floor of metallised polish is
a. spray buffing b. spray cleaning c. scrubbing d. mopping
4. The infested upholstered furniture can be treated with ----- °C to destroy grubs and eggs
a. 25 b. 40 c. 50 d. 60 and above
5. The base material to manufacture cooking utensils is
a. Aluminium b. Polythene c. Ceramic d. Copper
6. The temperature suited for actual washing in dish washing is
a. 70°C b. 60°C c. 50°C d. 40°C
7. In U shaped kitchen the sink unit is placed in the
a. right side of the stove b. left side of the stove c. end wall d. center
8. Space required for a person in a commercial cafeteria is
a. 12 to 15 sq.ft per seat b. 9 to 12 sq.ft per seat c. 16 to 18 sq.ft per seat d. 10 to 11 sq.ft per seat
9. Which of the following helps to prevent the process of condensation
a. natural ventiation b. artificial ventiation c. good lighting d. None of the above
10. Working centres requires
a. 60 foot candles b. 80 foot candles c. 40 foot candles d. None of the above

Part B

5 x 4 = 20

Answer ALL questions

Each answer should not exceed 200 words or one page

11. a. Brief on the qualities of front office manager
(Or)
11. b. Explain the room rate code
12. a. Write a note on the list of standard room supplies.
(Or)
12. b. Write a note on the uses of cleaning agents.
13. a. Brief on the reason for the need of a good finish for equipment.
(Or)
13. b. Brief on the care to be taken for serving equipments
14. a. Give the advantages of L shaped kitchen
(Or)
14. b. Why it is necessary to analyse the space in the production area?
15. a. Bring down the importance of lighting in front office
(Or)
15. b. Write on the difference between dry and wet rot .

Part C

5 x 7 = 35

Answer ALL questions

Each answer should not exceed 600 words or three pages

16. a. Detail on check in procedures in a hotel
(Or)
16. b. Write on the linkages of tourism and hospitality industry
17. a. Write a note on different types of equipment of housekeeping department, its selection and uses
(Or)
17. b. Write on the types and control of linen.
18. a. Write a note on non electrical equipment used in receiving storage and preparation area.
(Or)
18. b. Detail on the finishes used for equipment
19. a. Write a note on different types of kitchen
(Or)
19. b. Discuss on wiring and insulation while kitchen planning.
20. a. Discuss the importance of lighting in food service with emphasis to the lighting fixtures
(Or)
20. b. Discuss the types of fire accident and ways to prevent and control.
