



Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)
Re-accredited with 'A+' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India

Bachelor's Degree Examination – June/July 2021
II Semester

Class : I UG
Major : Food Service Management and Dietetics

Time : 3 Hours
Max. Marks : 100

18BFDC06 Operation Management

Part A
Choose the Correct Answer

10 x 1 = 10

1. A confirmation slip is used to
 - a. confirm a guest reservation
 - b. guarantee a sale
 - c. allocate a room
 - d. provide accommodation
2. A density chart is
 - a. chart which control staff working hours
 - b. a planning chart
 - c. porterage
 - d. maintenance
3. Housekeeping's cleaning responsibilities are typically determined by
 - a. The General Manager
 - b. The Executive Housekeeper
 - c. The Rooms' Division Director
 - d. The Manager of operations
4. _____ is an operational departmental in hotel.
 - a. Housekeeping
 - b. Food production
 - c. Food service
 - d. Front office
5. Galley kitchen also called as _____ kitchen.
 - a. One wall
 - b. U-shaped
 - c. L-shaped
 - d. Parallel
6. The fossil gaseous fuels are comprised of LPG and _____ gas.
 - a. wood
 - b. Bio
 - c. Natural
 - d. Coal
7. Extrusion equipment used mainly for _____ unit operation.
 - a. reduction
 - b. enlargement
 - c. homogenization
 - d. mixing
8. The Non - electrical equipment is
 - a. bread slicer
 - b. mixer
 - c. beaters
 - d. cleaver
9. _____ is contacted for cleaning of lobby and front areas.
 - a. Front Office
 - b. Reception
 - c. Housekeeping
 - d. Administration
10. Hinting is a key dissatisfying element represent
 - a. body language
 - b. blaming
 - c. sarcasm
 - d. confrontation

Part B

5 x 6 = 30

Answer ALL questions

Each answer should not exceed 400 words or two pages

- 11.a. Discuss Guest cycle in hotels.
(or)
- 11.b. Explain about Group check in procedures.
- 12.a. Describe the areas of housekeeping.
(or)
- 12.b. Distinguish Briefing Vs Debriefing.
- 13.a. Mention the principles of kitchen planning.
(or)
- 13.b. Differentiate between fuel economy and fuel efficiency.
- 14.a. Explain the factors to be considered in selecting kitchen equipment.
(or)
- 14.b. Discuss the equipments used in food processing.
- 15.a. Describe the Front office services.
(or)
- 15.b. Comment on the importance of Front office communication.

Part C

5 x 12 = 60

Answer ALL questions

Each answer should not exceed 800 words or four pages

- 16.a. State about the relationship between Registration and Reservation.
(or)
- 16.b. Illustrate the check in and checkout procedure in detail.
- 17.a. Elaborate the functions and types of Linen room.
(or)
- 17.b. Classify cleaning agents used in housekeeping.
- 18.a. Illustrate and explain the types of kitchen layout.
(or)
- 18.b. Enumerate types of fuel and fuel economy.
- 19.a. Classify the equipments used in food service operations.
(or)
- 19.b. Elucidate "Finishes" with the advantages and limitations.
- 20.a. Outline the relationship of housekeeping and front office department.
(or)
- 20.b. Enunciate the Three modes of communication in Professional Ethics.
