

Name:	
Enrolment No:	

<p>UNIVERSITY OF PETROLEUM AND ENERGY STUDIES End Semester Examination, December 2021 Course: Organization and Administration of Food Service Program: B.Sc (Food, Nutrition and Dietetics) Course Code: HSCC3002</p>	<p>Semester: Vth Time: 03 hrs. Max. Marks: 100</p>
<p>Instructions: Read question carefully.</p>	

SECTION A

S. No.	MCQ's /Fill in the blanks/ T&F (1.5 marks each)	30 Marks	CO
1	Name different types of food services.	1.5	CO1
2	Define the term 'Cost control'.	1.5	CO1
3	List any two importance of Food service industry.	1.5	CO1
4	Outline the factors, which influence cuisines of different regions.	1.5	CO1
5	What is pay back method in context of financial management?	1.5	CO2
6	Drive in restaurants are also known as _____.	1.5	CO2
7	KFC stands for:	1.5	CO2
8	A happy meal is especially tailored for children, sold at a fast food chain _____.	1.5	CO2
9	Restaurant comes from the latin word 'restaurare' which means _____.	1.5	CO2
10	Pad Thai is the famous dish from which cuisine: a. French cuisine b. Thai cuisine c. Continental cuisine d. Chinese cuisine	1.5	CO3
11	Szechuan is the regional cuisines of which country? a. Japan b. China c. France d. Italy	1.5	CO3
12	What is an ala carte menu?	1.5	CO3
13	Define any two characteristics of table d'hote menu?	1.5	CO3
14	What is recipe standardization?	1.5	CO4
15	What are the prime considerations in the school canteens menu?	1.5	CO4

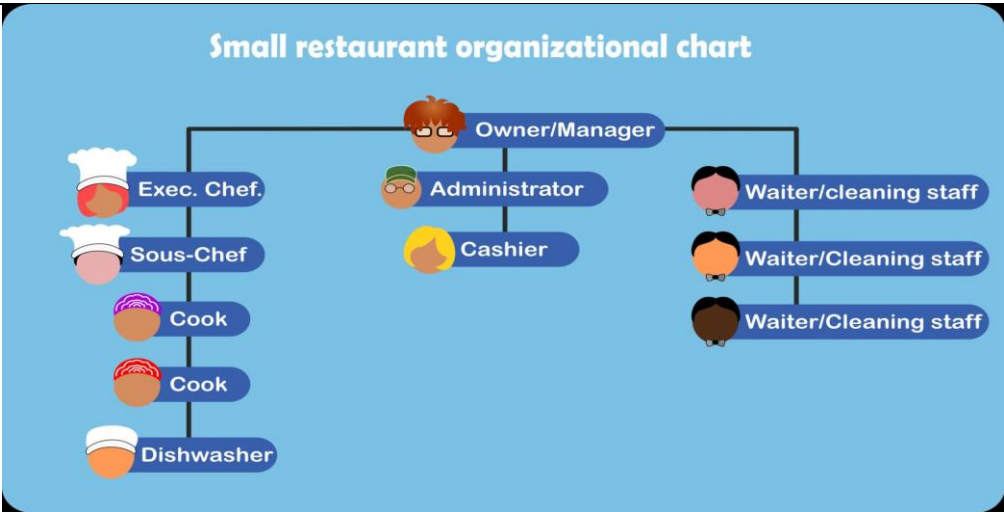
16	Mention any 2 major factors that affect food costing.	1.5	CO4
17	What is the difference between storage and inventory?	1.5	CO4
18	What are the principles of menu planning?	1.5	CO5
19	Define any two components of costing?ADD NEW QS	1.5	CO5
20	Guacamole represents which cuisine.	1.5	CO5

SECTION B (5 marks each question)

Q	Short Answer Type Question (5 marks each) Scan and Upload 4 questions 5 marks. Word limit (100-120)	20 Marks	CO
1	What are the factors, which differentiate between cuisines from different countries?	5	CO1
2	What is the relationship between menu planning and footfall in any food service institution?	5	CO2
3	Can you distinguish between commercial and non-commercial food service institutions, with the help of suitable examples.	5	CO3
4	Can you write a brief outline on the importance of Food service management? .How does it have the impact on the survival of any food institution.	5	CO5

SECTION C 30 marks

Q	Two case studies 15 marks each subsections	30 Marks	CO
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1	 <p>Small restaurant organizational chart</p> <pre> graph TD OM[Owner/Manager] --> EC[Exec. Chef] OM --> Admin[Administrator] OM --> W1[Waiter/cleaning staff] EC --> SC[Sous-Chef] SC --> C1[Cook] C1 --> C2[Cook] C2 --> DW[Dishwasher] Admin --> Cash[Cashier] W1 --> W2[Waiter/Cleaning staff] W2 --> W3[Waiter/Cleaning staff] </pre> <p>a. Small food service establishment organizational chart is classified in the picture, could you draw and explain organizational chart for the large food service establishment in a similar manner(10 Marks, word limit- 200-300)</p> <p>b. What events could take place if any food service institution do not have defined organizational hierarchy? (5 marks)</p>	15	CO2
2	Case Study 2 (Word limit- 100-150 each question) Rohan, is an IIT graduate. After finishing his education, he decided to run a café because he noticed youngsters visit these food joints a lot and turnover is high in food	15	CO4

	<p>business. In a very small space he opened his café and started serving food items from different cuisines, In order to gain maximum benefit he didn't invested much on the sitting layout and furniture. Within 6 months, he noticed reduced footfall and within 1 yr he had to shut down his café.</p> <p>a. According to you what could be the possible reasons of the failure of Rohan's cafe. (5 marks)</p> <p>b. Could you thing of actual instance where the food service institution had a very short span and had to shut down. (5 marks)</p> <p>c. Does principles of purchasing play role in the success of any food service institution. (5 marks)</p>		
	SECTION- D 20 marks		
Q	Long Answer type Questions Scan and Upload (10 marks each) Word limit 200-250	20 Marks	CO
1	<p>Kenisha is 11yrs old girl, during her school trip she went abroad. She is a big time foodie and likes experimenting with new dishes. There she had lasagna and pasta throughout her stay and now it is her new favorite. After coming back to India, she complains of not getting both the things up to the mark.</p> <p>After reading the above-mentioned para could you figure out which cuisine does these food items represents. What do you think makes this cuisine different from Mexican cuisine?</p>	10	CO3
2	Do you think investing on Financial management is a good or a bad decision for any food service institution? Give suitable justification for your statement.	10	CO5