

**MASTER OF SCIENCE (DIETETICS AND
FOOD SERVICE MANAGEMENT)**

Term-End Examination

December, 2007

**MFN-007 : ENTREPRENEURSHIP AND
FOOD SERVICE MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : Answer **five** questions in all. Question no. 1 is **compulsory**. All questions carry equal marks.

- 1. (a)** Explain the following in 2 – 3 sentences only : 10
- (i) Staff scheduling
 - (ii) Job description
 - (iii) Organization chart
 - (iv) HACCP
 - (v) Tapered concept of authority

- (b) List the components/criteria/condition(s) for each of the following : 10
- (i) The 3 E's of safety
 - (ii) Any two modular equipments
 - (iii) Components of job design
 - (iv) First three steps in selection of employees
 - (v) Two sources of recruitment of employees
 - (vi) Two management approaches
 - (vii) Barriers to communication
 - (viii) Two conditions leading to food spoilage
 - (ix) Different types of service in food service establishments
 - (x) Method of purchase

- 2.** (a) What is a food service establishment ? Briefly describe the various categories of food service establishments, giving appropriate examples. 10
- (b) As a food service manager, briefly describe the various functions/activities you would perform to get people to work harmoniously towards the goals of the organization. 10

3. (a) "While planning a food service unit the first step is to prepare a planning guide." Briefly describe the significance and the components of the planning guide. 12
- (b) What is a standardized recipe ? Discuss the importance of standardized recipe quantity food production. 8
4. (a) Define the term entrepreneur. Briefly elaborate the merchandizing skills required by an entrepreneur for starting his/her own food service unit. 10
- (b) What are the typical operations of any food service unit ? Describe any one operation, highlighting its importance and process. 10
5. Explain the following statements briefly, giving examples : 5+5+5+5
- (i) Budgets are an integral part of financial control.
- (ii) Every establishment sets its own purchasing policies according to its specific needs.
- (iii) Store room management is a vital function.
- (iv) Different leadership styles are necessary for managing a food service unit.

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6. (a) Identify the different types of food service used in a 4
- restaurant
 - hospital
 - airline catering
 - railway catering
- (b) Differentiate between the commissary and assembly food serve system, highlighting their advantages and disadvantages. 8
- (c) Describe the centralized and the decentralized meal assembly systems used in a health care facility. 8
7. (a) "Staff training is crucial for every food service establishment." Justify the statement highlighting the need and the process of staff training. 10
- (b) What tools would you use for understanding the formal relationships and duties in a food service unit ? Explain briefly. 10
8. Write short notes on any **four** of the following : 5+5+5+5
- (i) Measures for staff retention in a food service establishment
 - (ii) Importance of hygiene and sanitation in an institutional kitchen
 - (iii) Methods used to measure labour productivity
 - (iv) Factors which influence the selection of equipment in a food service unit
 - (v) Systems approach in food service management