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

Term-End Examination

December, 2011

**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) Differentiate between the following sets of terms : **10**
- (i) Open Market Buying and Competitive Bid Buying.
 - (ii) Classical Approach and Systems Approach to Food Service Management.
 - (iii) Coordinating and Controlling function of Management.
 - (iv) Procedures and Policies.
 - (v) Production forecasting and Production scheduling.
- (b) List the barriers to communication. **5**

- (c) Fill in the blanks. 5
- (i) The _____ approach actually considers the viewpoint of staff in any unit.
- (ii) _____ is the bargaining power of a union with the trade management to get better working conditions, incentives or wages for the members of the union.
- (iii) _____ equipment is also referred to as multifunctional equipment because the same equipment can be used for performing many different functions.
- (iv) _____ are generally used because of their ability to prevent or remove hard water deposits on plant/equipment .
- (v) Work schedule may be called a _____ and _____ plan.
2. (a) Differentiate between commercial and non-commercial food service establishments, giving appropriate examples. 5
- (b) Discuss the factors which influence the development of these food service establishments. 10
- (c) Enlist the responsibilities and skills required by food managers/dietitians to run a food service unit. 5

3. (a) What is a rationale and a market survey ? 4+6
How important are these components in the content of starting a food service unit ? Explain giving examples.
- (b) Briefly explain the systematic process of planning you will undertake for designing an effective layout for a dietetic kitchen/unit in a health care facility. 10
4. (a) What are Cyclic menus ? Enlist the characteristics of a good menu. 3+4
- (b) Discuss the store room management for a food service unit catering to students. 8
- (c) " Process of food production involves a number of interrelated activities ". Illustrate these activities in the form of a flow chart. 5
5. (a) What do you understand by the concept of cost control ? Explain how will you manage and control cost while operating a food service unit. 10
- (b) Explain the four food service systems prevalent in food service establishments, giving examples. 10
6. (a) What is job requirement ? Explain its importance giving a sample job description for a dietitian in a hospital. 5
- (b) Define work schedule. Highlight the advantages of work schedule in a food service unit. 5

- (c) Briefly discuss the effects of unplanned recruitment and selection of staff in a food service unit. 5
- (d) Explain the process of induction you will follow for new employees recruited in your food service establishment. 5
7. (a) Enumerate five important ways through which training can be imparted to food service employees. 8
- (b) What do you understand by the term labour productivity ? Explain the measures you would adopt to improve productivity of employees in your unit. 6
- (c) Enlist the general guidelines you would follow for care, cleanliness and maintenance of the plant and equipment in your food service unit. 6
8. Write short notes on *any FOUR* of the following : 5+5+5+5
- (a) Control of microbial growth in foods.
- (b) Importance of personnel hygiene and good sanitary practices in a food service unit.
- (c) Components of a food service unit.
- (d) Types of food service in a health care facility.
- (e) Laws concerning Employment in Food Service Establishments.