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| Name:  |   |  |     |
| Enrolment No:  |   |   |     |
| <b>UPES</b><br>End Semester Examination, December 2024<br>Course: Organization and Administration of Food Service      Semester : V<br>Program: BSc Food Nutrition and Dietetics      Duration : 3 Hours<br>Course Code: HSCC3020      Max. Marks: 100 |   |   |     |
| <b>Instructions: Read instructions carefully.</b>  |   |   |     |
| S. No.   | <b>Section A</b><br><b>Short answer questions/ MCQ/T&amp;F</b><br><b>(20Qx1.5M= 30 Marks)</b> | Marks   | COs |
| Q1   | Define food service unit.   | 1.5   | CO2 |
| Q2   | Name a popular cuisine in India.  | 1.5   | CO2 |
| Q3   | Differentiate between ala carte and cyclic menu   | 1.5   | CO3 |
| Q4   | What is the primary goal of HACCP?  | 1.5   | CO1 |
| Q5   | How does a buffet menu differ from a plated menu?   | 1.5   | CO3 |
| Q6   | What is a Critical Control Point (CCP)?   | 1.5   | CO2 |
| Q7   | What is the main advantage of a single-use menu for an event?                                 | 1.5   | CO1 |
| Q8   | What is an operating budget?  | 1.5   | CO4 |
| Q9   | What is a biological hazard in food safety?   | 1.5   | CO2 |
| Q10  | Define theme-based menus.   | 1.5   | CO1 |
| Q11  | What is zero-based budgeting?   | 1.5   | CO1 |
| Q12  | Define cross-contamination.   | 1.5   | CO3 |
| Q13  | State the “danger zone” in food safety.   | 1.5   | CO2 |
| Q14  | What is portion control?  | 1.5   | CO1 |
| Q15  | What is a balance sheet?  | 1.5   | CO2 |
| Q16  | What is inventory control in food cost management?  | 1.5   | CO4 |
| Q17  | What is a prix fixe menu?   | 1.5   | CO1 |
| Q18  | What is activity-based costing?   | 1.5   | CO1 |
| Q19  | What is the primary goal of financial management?   | 1.5   | CO3 |
| Q20  | The alternate name for continental cuisine is .....   | 1.5   | CO1 |
| <b>Section B</b><br><b>(4Qx5M=20 Marks)</b>  |   |   |     |
| Q1   | How does color and taste impact the appeal of food?   | 5   | CO4 |
| Q2   | Why is it important to follow the principles of food preparation?                             | 5   | CO2 |

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| Q3   | Discuss the principles of planning and control of food service management.   | 5  | CO3 |
| Q4   | 1) What factors should be considered in selecting a cooking method for vegetables?<br>Or<br>2) Discuss the role and principles of HACCP for food manufacturing.  | 5  | CO1 |
| <b>Section C</b><br><b>(2Qx15M=30 Marks)</b> |  |    |     |
| Q1   | A popular restaurant chain has recently had an incident involving a foodborne illness outbreak, which affected many customers. The management is now keen on implementing HACCP to ensure food safety.<br>Based on above case, answer the following questions:<br><br>1. Identify key hazards in the restaurant's food preparation process and classify them as biological, chemical, or physical hazards. (5 marks)<br>2. Describe how you would conduct a hazard analysis in this restaurant, identifying the points in food handling that are most critical for hazard control. (5 marks)<br>3. Identify at least three critical control points (CCPs) in the restaurant's workflow. What specific control measures would you recommend for each CCP to reduce foodborne risks? (5 marks) | 15 | CO1 |
| Q2   | A retail food service business is analyzing its financial performance to attract potential investors. The management needs to understand how to interpret and improve its financial statements.<br>Based on above case, answer the following questions:<br><br>1. Explain the main components of the income statement, balance sheet, and cash flow statement. (5 marks)<br>2. How do each of these statements provide insight into the business's financial health? (5 marks)<br>3. What are the key profitability ratios (e.g., net profit margin, return on assets) that investors would look at in this retail? (5marks)   | 15 | CO2 |
| <b>Section D</b><br><b>(2Qx10M=20 Marks)</b> |  |    |     |
| Q 1  | A. Discuss the assessment criteria of the quality of a food item before purchase. 5 marks  | 10 | CO3 |

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|  | B. Classify the food service budget. 5 marks                                |    |     |
|  | A. Explain the types of food service menu with merits and demerits. 5 marks | 10 | CO4 |
|  | B. Illustrate the site plan and layout with classification. 5 marks         |    |     |