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BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – B.Sc.(FND)-Hons-2023

Course Name – Food Service Management

Course Code - BFD60206

(Semester VI)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Identify a commercial food service institution from the following.
 - a) School cafeteria
 - b) Hospital kitchen
 - c) Hotel restaurant
 - d) College mess
- (ii) Define the main aim of food service management.
 - a) Profit only
 - b) Cooking new recipes
 - c) Providing safe, nutritious meals efficiently
 - d) None of these
- (iii) Recognize the key responsibility of food service management.
 - a) Room cleaning
 - b) Road maintenance
 - c) Meal planning & serving
 - d) Security duty
- (iv) Recall the work area that immediately follows "receiving" in a standard food-service layout flow.
 - a) Preparation
 - b) Cooking line
 - c) Storage area
 - d) Serving
- (v) Recall the recommended minimum width for a main (trolley-traffic) aisle in a commercial kitchen?
 - a) 900 mm
 - b) 1.2 m
 - c) 1.5 m ($\approx$ 5 ft)
 - d) 2.0 m
- (vi) Why is it important to segregate preparation areas for vegetables, meat/fish, and salads?
 - a) Better lighting zoning
 - b) Easier storage layout
 - c) To avoid microbial cross-contamination
 - d) Reduces ventilation needs
- (vii) Recall a cycle menu, most commonly used in institutional settings like schools and hospitals?
 - a) A menu that changes daily
 - b) A set-price fixed menu
 - c) A planned menu that repeats in a regular schedule (e.g. a 7-day roster)
 - d) A buffet style menu

- (viii) Identify which type of menu is offered at a fixed price and includes complete meal combinations like entrée, side, and dessert?
 - a) Cycle menu
 - b) À la carte
 - c) Table d'hôte menu
 - d) Buffet menu
- (ix) Explain client food habits and cultural preferences crucial factors when planning menus in non-commercial setups?
 - a) They influence portion sizes
 - b) They reduce cooking time
 - c) They determine acceptability and participation
 - d) They serve only as aesthetic considerations
- (x) NOT a quality of a supervisor:
 - a) Fairness
 - b) Communication
 - c) Lack of initiative
 - d) Technical knowledge
- (xi) Staff turnover reduced by:
 - a) Punishment
 - b) Fair wages & training
 - c) Long hours
 - d) No breaks
- (xii) Communication helps:
 - a) Minimize errors
 - b) Create confusion
 - c) Conflict
 - d) Reduce productivity
- (xiii) Identify the primary purpose of sanitation in food service.
 - a) Improve taste
 - b) Prevent contamination
 - c) Speed up cooking
 - d) Reduce food cost
- (xiv) Define hygiene in the context of food safety.
 - a) Wearing uniforms
 - b) Keeping food hot
 - c) Practices that maintain cleanliness
 - d) Using gloves only
- (xv) Describe how proper waste disposal helps maintain kitchen hygiene.
 - a) Making the kitchen quieter
 - b) Preventing pests and contamination
 - c) Reducing staff workload
 - d) Increasing food temperature

Group-B

(Short Answer Type Questions)

$$3 \times 5 = 15$$

2. State four key principles of menu planning and explain how each can be applied to design a weekly cycle menu for a college mess kitchen. (3)
3. What do you mean by non-commercial food service institutions? (3)
4. The storage area be placed adjacent to the receiving zone in a food-service facility layout: Explain (3)
5. What ergonomic advantage is gained by making food-prep bench height about 10–15 cm below elbow level (3)
6. Evaluate how the use of personality, interest, and integrity tests during selection enhances staff reliability in dietetic and food-service departments. (3)

OR

Evaluate why assessing both hard (technical) and soft skills is critical when selecting a clinical dietitian for institutional food-service operations. (3)

Group-C

(Long Answer Type Questions)

$$5 \times 6 = 30$$

7. Examine three key factors influencing menu planning in an institutional setting (such as a school or hospital). For each factor, explain its impact on nutrition, cost control or satisfaction, and describe how you would address it in a real menu. (5)
8. Analyse how effective employee illness screening and reporting policies contribute to food safety. (5)

9. Evaluate the use of structured interviews and reference checks in selecting a clinical dietitian for a hospital food-service department. (5)
10. Explain the term 'food service management' and discuss its importance in an institution. (5)
11. Why must ergonomic working heights in food-prep areas be set approximately 10–15 cm below elbow level? Include the expected human benefits in your explanation. (5)
12. Evaluate the impact of regular in-service training (e.g. monthly refresher workshops) delivered by a dietitian on team performance in institutional food service. (5)

OR

Critically assess the role of formal mentorship programs in retaining experienced food-service staff over high turnover rates. (5)

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