

CREATING FOOD SERVICE MANAGEMENT

STUDY NOTES

- **Dharamshalas** catered to travellers at economical amount to stay and have meal.
- Food service and catering is an industry which theatres the food outside home.
- Development of food services as per the need of consumer due to migration urbanisation globalisation and international tourism.
- Factor influencing development of food services are globalisation, technological development, traditional, culture, globalisation, religious practices, industrial development and social economic changes.
- **Media** has increased interest in cooking and adopting various food pattern of different cultures.
- **Cusioniology** is an area of interest and provided new professional avenues.
- Cuisine such as British, French, Italian, German, Australian, Mexican, Thai, Korean and Japanese, etc.
- Services that provide food services are known as **catering services**.
- Food services industry is those places or institution and companies that are responsible for any food made outside the home.
- **Food service management** is the art of providing food in the best manner to huge number of people in a satisfactory and cost effective way.
- Basically there are two types of catering services: first one is welfare or non commercial and second is hotel and commercial catering.
- Welfare or non-commercial services is philanthropy and work on the basis of social work such as feeding people at workplace, supplementary food programs in the schools.
- **Commercial services** are open to the public for selling food and beverages to make profit.
- Food service system are of four types: conventional food service system, commissary food service system, ready prepared, and assembly service system.
- In **conventional food service** system, food is prepared in the kitchen. The food may be distributed for service directly to an adjacent service area, for example, in cafeteria and restaurants.
- Food is prepared centrally at one place and distributed to several areas for final preparation and services such as outlets like coffee day, Barista, etc. in commissary food service system.
- **Ready prepared food** services takes place when food items are prepared earlier before the time of services and kept in frozen such as frozen paratha, samosa, french fries etc.
- In assembly service system, fully prepared foods are purchased from manufacturer and then only finishing process such as seasoning reheating is done at the place of service.
- A **menu** is a medium of communication in which caterer informs customer about what foods are being offered.
- **Management in food services** are playing vital role and it includes several functions like planning, organising, delegating, motivating, directing, reporting, budgeting and coordinating the entire process.

QUESTION BANK

MULTIPLE CHOICE QUESTIONS

1. In Ancient times _____ catered to travellers who went on pilgrimage.
 (a) Hotel (b) Motel (c) Restaurants (d) Dharmashala

2. People exposure to different cuisine due to
 (a) Tourism (b) Globalisation (c) Advertisement (d) All of the above
3. Which of the following is not the factor influencing development of food services?
 (a) Tradition and culture (b) Religious practices
 (c) Gender (d) Technological development
4. _____ has increased interest in cooking and adoption of different food pattern across cultures
 (a) Media (b) Individual (c) Hotel (d) Restaurant
5. Services that provide food services are also known as
 (a) Food service (b) Catering services (c) Menu (d) Planning
6. Individual who prepare food and send them to person at their places of work or their home is known as
 (a) Catering (b) Food service
 (c) Home-based food service (d) Food supplier
7. _____ is the places, institution and companies that prepare food or beverages outside the home.
 (a) Food service management (b) Food service
 (c) Catering (d) Food service industry
8. Who assumes the responsibility for management and administration of food department?
 (a) Food service manager (b) Helper (c) Chef (d) Waiter
9. _____ tells the ingredients required, type of and equipment, expertise of the personnel.
 (a) Chart (b) Menu (c) Layout (d) All of these
10. How many types of catering services are based on social and economic significance?
 (a) 2 (b) 1 (c) 3 (d) 4
11. Types of catering services are _____ and _____.
 (a) Home, hotel (b) Hotel, restaurant (c) Welfare, commercial (d) Human, technology
12. _____ service aims to properly fed people with philanthropy view.
 (a) Hotel (b) Welfare catering (c) Café (d) Restaurant
13. Café, restaurant and hotel are open to the public and sell food and beverages to make profit is called as
 (a) Commercial services (b) Non-commercial services
 (c) Welfare services (d) Catering
14. Which of the following is incorrect example of welfare catering?
 (a) Mid-day meal (b) Creches (c) Starbucks (d) Industrial canteen
15. Commercial catering are available at:
 (a) Hotel (b) Restaurant (c) Fast food joints (d) All of these
16. Elegant, luxury, variety of cuisines are available and highly skilled professionals work and cost of food is extremely high in _____.
 (a) 5 star establishment (b) 3 star establishment (c) Small restaurant (d) Dharamshala
17. How many types of food service system are available?
 (a) 2 (b) 3 (c) 6 (d) 4
18. Which of the following is incorrect type of food service system?
 (a) Conventional food service system (b) Commissary food service system
 (c) Modern food service system (d) Assembly service system
19. In which food service system, food is served directly to an adjacent service area?
 (a) Assembly service system (b) Conventional service system
 (c) Commissary service system (d) All of the above
20. In which food service system, the extreme care must be taken in food handling procedure?
 (a) Commissary food service system. (b) Ready prepared food service system
 (c) Assembly service system (d) Conventional food service system

21. _____ system, food is prepared centrally at one place and distributed to several areas for preparation and service.
 (a) Commissary food service (b) Ready prepared food service
 (c) Assembly service (d) Conventional food service
22. In which _____ system, operation minimal cooking at the point of service is required such as Gollgappas/pani puri, etc.
 (a) Assembly service (b) Conventional service
 (c) Commissary service (d) All of these
23. Food service manager should have knowledge of
 (a) Menu planning (b) Space utilisation
 (c) Appropriate waste management practices (d) All of these
24. The success of the organisation is determined by _____
 (a) People (b) Food (c) Menu (d) Catering
25. _____ is a medium of communication by which caterer informs the customer about what food items are being offered.
 (a) Food planning (b) Menu planning (c) Catering services (d) All of these
26. A well plan menu reflects which point?
 (a) Value for money (b) Written menu into actual food product
 (c) Management gets satisfaction in terms of profit and good reputation.
 (d) All of the above
27. _____ is known as the process of decision making and control over the action of human being to attain pre-determined goal.
 (a) Planning (b) Management (c) Catering (d) Organising
28. Human and non-human resources are also known as
 (a) 5M's (b) 4M's (c) 3M's (d) 6M's
29. Which of the following is not the Function of Management?
 (a) Planning and organising (b) Delegating and motivating
 (c) Handling and technology (d) Budgeting and coordinating
30. Which of the following is most crucial function in which we have to think in advance and determine clear objectives and policy to accomplish the goal on time?
 (a) Planning (b) Organising (c) Staffing (d) Controlling
31. "What to do, when to do, who will do it, to do" it comes under:
 (a) Organising (b) Planning (c) Directing (d) Coordinating
32. _____ involves employing and training human resource. It is necessary to higher person with required knowledge and skills in order to achieve the goals and objectives.
 (a) Staffing (b) Planning (c) Directing (d) Coordinating
33. Distribution of work according to the qualified individual at various level within the organisation is
 (a) Staffing (b) Planning (c) Directing (d) Delegation
34. _____ helps in interlinking and interconnecting different types of activities for smooth running of food organisation.
 (a) Controlling (b) Coordinating (c) Reporting (d) Organising
35. _____ includes financial resources and accounting.
 (a) Coordinating (b) Staffing (c) Budgeting (d) Reporting
36. Aakash wants to make career in food service industry then he should have personal skills like
 (a) Regular update of trends in national and international cuisines
 (b) Good focus on quality, production, sanitation and food cost control
 (c) Good communication and interaction skills (d) All of these

37. People who are interested in cooking and have good culinary skills can work as a
 (a) Executive chef (b) Chef tournant (c) Station chef (d) All of these
38. Waiter uses white cloth for
 (a) Polishing plates and glasses when laying them on the table
 (b) Wiping split food from the table
 (c) Covering stains on table cloth (d) All of these
39. Menu planning doesn't depend upon
 (a) Climate (b) Availability of ingredients
 (c) Time of the day (d) Age of the customer

Input Text Based MCQs

Read the passage and answer the questions that follow (55 to 58).

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40. Select the food service system.
 (a) Commisary food service system, Assembly service system
 (b) Conventional food service system, Ready to eat food service system
 (c) Both (a) and (b) (d) None of these
41. In a food place, half ready food is brought from outside kitchen. Which type of food service system is this?
 (a) Commisary food service system (b) Assembly service sysystem
 (c) Conventional food service system (d) Ready prepared food service system
42. McDonald food service is an example of _____
 (a) Conventional food service system (b) Commissary food service system
 (c) Assembly service system (d) Ready prepared service system
43. A food joint cooks, purchases and brings some foods from other kitchen to serves food at one place it is
 (a) Conventional food service system (b) Ready to eat food service system
 (c) Commisary food service system (d) All of these
44. Which type of food service system lowers the load on the kitchen staff?
 (a) Conventional system, Commissary system, Ready prepared food service system
 (b) Assembly service system, Commissary system, Ready prepared food service system
 (c) Conventional system, Commissary system
 (d) Commissary system, Ready prepared food service system

ANSWERS

Multiple Choice Questions

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|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1. (d) | 2. (d) | 3. (c) | 4. (a) | 5. (b) | 6. (c) | 7. (d) | 8. (a) | 9. (b) | 10. (a) |
| 11. (c) | 12. (b) | 13. (a) | 14. (c) | 15. (d) | 16. (a) | 17. (d) | 18. (c) | 19. (b) | 20. (b) |
| 21. (a) | 22. (a) | 23. (d) | 24. (c) | 25. (b) | 26. (c) | 27. (b) | 28. (d) | 29. (c) | 30. (a) |
| 31. (b) | 32. (a) | 33. (d) | 34. (b) | 35. (c) | 36. (d) | 37. (d) | 38. (a) | 39. (d) | |

Input Text Based MCQs

40. (c) 41. (a) 42. (d) 43. (d) 44. (b)

