Q.1. (a) Explain the systems approach of management. Discuss its limitations. 
   (b) “Directing initiates actual performance of tasks”. Comment. 
       \( \text{(5+5}=10) \)

Q.2. (a) Explain leadership quality as an effective Tool of Management. 
   (b) Define term intangible tools of management. How do these help in effective 
       management? 
       \( \text{(4+6}=10) \)

Q.3. Staff plays an important role in success of establishment. Explain how to maximize 
utilization of staff. 

       \( \text{(5)} \)

   \text{OR}

   (a) Enumerate the steps used in organising work in any area. 
   (b) Why is work scheduling considered to be an important aspect of 
       management? 
       \( \text{(2 ½ + 2 ½}=5) \)

Q.4. Explain financial decision making. 

   \text{OR}

   (a) Cost control is a challenging task. How food cost can be controlled in an 
       establishment? 
   (b) How does co-ordination help in management process. 
       \( \text{(2 ½ + 2 ½}=5) \)
Q.5.  
(a) Explain the limiting factors that commonly operate in food service industry. 
(b) Give importance of budgeting for an organisation. 

OR

Elaborate on sensory evaluation during product life cycle. 

(2 ½ + 2 ½ =5)

Q.6.  
Write short notes on any two:
(a) Job analysis  
(b) Decision making 
(c) TQM  
(d) Application of management accounting 

(2x 2 ½ =5)

Q.7.  
Define following:
(a) Pooled co-ordination  
(b) Untrained panel 
(c) Benchmarking  
(d) JIT  
(e) Variable costs 

(5x1=5)

Q.8.  
Match the following:
(a) Tangible tools  
(b) Overhead cost  
(c) Co-ordination  
(d) Intangible tools  
(e) MBO  

(i) Stationery 
(ii) Experience 
(iii) Peter Drucker 
(iv) Henry Grantt 
(v) Job description 
(vi) Sequential 

(5x1=5)

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