

**MAHATMA GANDHI UNIVERSITY, KOTTAYAM**  
**MGU-UGP (HONOURS) REGULAR EXAMINATION OCTOBER 2026**  
**FIFTH SEMESTER**

**Discipline Specific Elective (DSE) - MG5DSEFSQA00 - RAILWAY FOOD SERVICE  
SYSTEM**

(2024 ADMISSION ONWARDS)

Duration: 2 Hours

Maximum Marks: 70

***Remember(K), Understand(U), Apply(A), Analyse(An), Evaluate(E), Create(C), Skill(S), Interest(I)  
and Appreciation(Ap)***

Students should attempt at least one question from each course outcome to enhance their overall  
outcome attainability.

**Part A**

**MCQ**

Answer all questions

*Each question carries 1 marks*

1. Use your knowledge to select the most suitable equipment for cooking rice in large quantities..  
[U]/[CO2]
  - a) Blender
  - b) Toaster
  - c) Steam Cooker
  - d) Mixer
2. Apply food hygiene principles to identify the best practice before handling cooked food.  
[A]/[CO3]
  - a) Wearing jewellery
  - b) Washing hands thoroughly
  - c) Using the same cutting board
  - d) Keeping nails long
3. Analyze the situation and choose the best response when a passenger complains about food quality.  
[An]/[CO4]
  - a) Ignore the complaint
  - b) Charge for replacement
  - c) Investigate the reason and replace the meal if necessary
  - d) Ask the passenger to wait until the next station
4. Use your knowledge of food safety to identify the safest way to store cooked food.  
[A]/[CO3]
  - a) With raw meat
  - b) On the floor
  - c) In clean covered containers
  - d) Near waste bins

5. Select the best method for storing cooked food safely during transport. [U]/[CO2]  
a) Open container  
b) Covered insulated container  
c) Plastic bag  
d) Paper bag
6. Identify the organization responsible for railway catering services. [U]/[CO1]  
a) FSSAI  
b) AGMARK  
c) IRCTC  
d) BIS
7. Compare the needs of passengers on short-distance and long-distance trains. Which statement is correct? [An]/[CO4]  
a) Both require the same meal service.  
b) Long-distance passengers require more meal options.  
c) Short-distance passengers require full-course meals.  
d) Neither requires food service.
8. Explain the importance of standard recipes in railway food production by selecting the correct statement. [U]/[CO2]  
a) They increase food wastage.  
b) They reduce passenger satisfaction.  
c) They help maintain uniform quality and portion size.  
d) They eliminate the need for menu planning.
9. Examine the following situation. A passenger requests a special meal. What should the staff do? [An]/[CO4]  
a) Refuse the request  
b) Ignore the passenger  
c) Provide the available special meal, if possible  
d) Delay the service
10. Identify the department responsible for purchasing food materials. [U]/[CO1]  
a) Security  
b) Purchase Department  
c) Accounts  
d) Housekeeping
11. Differentiate good customer service from poor customer service by selecting the correct practice. [An]/[CO4]  
a) Delayed Response  
b) Rude Behaviour  
c) Polite Communication  
d) Ignoring Feedback
12. Recognize the document used to estimate income and expenditure. [U]/[CO1]  
a) Menu  
b) Invoice  
c) Budget  
d) Recipe
13. Explain the purpose of menu planning in railway catering by selecting the correct option. [U]/[CO2]  
a) To delay food service  
b) To increase food wastage

- c) To provide balanced and suitable meals to passengers  
d) To increase ticket fares
14. Identify the process of checking the quantity of food materials in stock. [U]/[CO1]  
a) Marketing  
b) Budgeting  
c) Inventory Management  
d) Recruitment
15. Determine the most appropriate practice to prevent microbial growth on kitchen equipment. [A]/[CO3]  
a) Cleaning once a week  
b) Air drying only  
c) Cleaning and sanitizing immediately after use  
d) Covering without cleaning
16. Explain the role of standard recipes in railway food production by selecting the correct statement.. [U]/[CO2]  
a) They increase variation in food quality.  
b) They increase food wastage.  
c) They ensure uniform quality and portion size.  
d) They reduce food safety.
17. Differentiate the following situations and identify the best example of effective complaint handling. [An]/[CO4]  
a) Ignoring customer complaints  
b) Arguing with passengers  
c) Resolving complaints promptly and documenting corrective actions  
d) Refusing food replacement
18. Apply HACCP principles to select the most effective method for ensuring food safety in railway catering. [A]/[CO3]  
a) Reheating food repeatedly  
b) Mixing raw and cooked foods  
c) Monitoring Critical Control Points regularly  
d) Preparing food without records
19. Use your knowledge of food safety to identify the hazard when cooked food comes into contact with raw chicken. [A]/[CO3]  
a) Physical contamination  
b) Chemical contamination  
c) Cross contamination  
d) Moisture migration
20. Explain the main purpose of budgeting in railway food service by selecting the correct statement. [U]/[CO1]  
a) To increase passenger capacity  
b) To control operational costs  
c) To improve railway signalling  
d) To increase train speed

**Part B**

Short essay

Answer any 6 questions

*Each question carries 5 marks*

21. Explain the principles of menu planning for railway food service. [U]/[CO2]
22. Analyze the factors affecting customer satisfaction in railway food service. [An]/[CO4]
23. Apply HACCP principles to ensure food safety in a railway catering unit. [A]/[CO3]
24. Explain the organizational structure of food service management in Indian Railways. [U]/[CO1]
25. Examine the role of customer feedback in improving the quality of railway catering services. [An]/[CO4]
26. Distinguish between purchasing and inventory management in railway catering with suitable examples. [U]/[CO1]
27. Demonstrate the hygienic practices that should be followed by food handlers in railway food service. [A]/[CO3]
28. Describe the different food preservation and storage techniques used in railway catering. [U]/[CO2]

**(6X5=30)**

**Part C**

Essay

Answer any 2 questions

*Each question carries 10 marks*

29. Apply the principles of food hygiene and HACCP to develop a food safety plan for a railway catering unit, explaining the measures required to prevent food contamination and food-borne illnesses. [A]/[CO3]
30. Analyze the operational challenges in railway food service and examine how effective customer service, complaint handling, and passenger feedback contribute to improving the quality of railway catering. [An]/[CO4]
31. Describe the food production process in railway catering, emphasizing menu planning, food preservation techniques, storage practices, and the role of railway kitchen equipment in maintaining food quality. [U]/[CO2]
32. Explain the principles of food service management in Indian Railways, highlighting the roles of purchasing, budgeting, and inventory management in ensuring efficient catering operations. [U]/[CO1]

**(2X10=20)**