



**2<sup>ND</sup> SEM, 2010/2011**

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**UNIVERSITY OF SWAZILAND**

**FINAL EXAMINATION PAPER**

**PROGRAMME : BACHELOR OF SCIENCE IN FOOD  
SCIENCE, NUTRITION AND  
TECHNOLOGY AND CONSUMER  
SCIENCE YEAR II**

**COURSE CODE : FSNT 204**

**TITLE OF PAPER : FOOD SERVICE MANAGEMENT AND  
CATERING**

**TIME ALLOWED : TWO (2) HOURS**

**INSTRUCTION : ANSWER QUESTION ONE (1) AND  
ANY OTHER TWO (2) QUESTIONS**

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GRANTED BY THE CHIEF INVIGILATOR**

**QUESTION 1 (COMPULSORY)**

- (a) Describe the similarities and differences between commercial foodservice and on-site foodservice [8]
- (b) Compare and contrast a food service operation using a cost strategy with one using differentiation as a strategy. [12]
- (c) Describe what occurs in the transformation process in the foodservice system. [20]

**[Total marks = 40]**

**QUESTION 2**

- (a) Describe important customer and management factors that affect menu planning. [10]
- (b) Describe the differences in commercial and on-site foodservice menu planning. [10]
- (c) Explain what is meant by menu psychology and how it is used in developing a printed menu. [10]

**[Total marks = 30]**

**QUESTION 3**

- (a) List the four (4) areas in the procurement subsystem. [8]
- (b) Explain how receiving, storage and inventory are linked with purchasing. [12]
- (c) Explain what a buyer has to know and do before purchasing products for a foodservice business. [10]

**[Total marks = 30]**

**QUESTION 4**

- (a) Explain how overproduction and underproduction can affect cost. [10]
- (b) What are two ways to control quantity demand? [4]
- (c) Explain how management skills are linked with the functions that a foodservice manager has to perform. [16]

**[Total marks = 30]**