



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

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**UNIVERSITY OF SWAZILAND**  
**SUPPLEMENTARY 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**

**DO NOT OPEN THIS PAPER UNTIL PERMISSION HAS BEEN  
GRANTED BY THE CHIEF INVIGILATOR**

**QUESTION 1 (COMPULSORY)**

- (a) Explain the difference between an open and closed system. [6]
- (b) What are the inputs and outputs of the foodservice system? [20]
- (c) Describe information that a foodservice manager might collect to determine whether customers are satisfied or not. [14]

**[Total marks = 40]**

**QUESTION 2**

- (a) In a menu engineering analysis, what is the difference between menu mix and contribution? [10]
- (b) Explain how sous vide differs from cook-chill? [10]
- (c) Discuss how the type of production system degree of meal preassembly, physical distance from production to service, and amount of time between production and service impact the distribution and service subsystem. [10]

**[Total marks = 30]**

**QUESTION 3**

- (a) Explain what is required of a food service manager. [10]
- (b) Describe the different ways in which work is divided among foodservice employees. [12]
- (c) Describe the desirable traits of an effective leader. [8]

**[Total marks = 30]**

**QUESTION 4**

- (a) Explain how a manager can help reduce the barriers to communication in an organization. [10]
- (b) Define the six stages of the decision making process. [12]
- (c) Discuss sanitation's role in the management of food quality. [8]

**[Total marks = 30]**