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FSNT 204 (M)**

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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QUESTION 1 (COMPULSORY)

MULTIPLE CHOICE: Choose the one alternative that best completes the statement or answers the question.

1. A system is a:
 - (a) Model of a situation
 - (b) Collection of interrelated parts
 - (c) Framework of loose organized ideas
 - (d) Type of organization
2. The basic method of a system contains which three components?
 - (a) Inputs, transformation, and outputs
 - (b) Controls, feedback and environment
 - (c) Memory, functional subsystems, and linking processes
 - (d) Human, physical and operational resources
3. An example of an input to the food service system is:
 - (a) Human resources
 - (b) Budgets
 - (c) Meals
 - (d) Production
4. The policies and procedures of a foodservice operation are part of _____ in the foodservice system model.
 - (a) Control
 - (b) Input
 - (c) Transformation
 - (d) Output
5. Management functions, functional subsystems and linking processes are part of the _____ portion of the foodservice systems model.
 - (a) Input
 - (b) Transformation
 - (c) Output
 - (d) Control
6. Decision making, communication, and balance are referred to as _____ within the foodservice system model.
 - (a) Linking processes
 - (b) Controls
 - (c) Coordinating elements
 - (d) Functional subsystems

7. Procurement, production, safety/sanitation maintenance, and distribution/service are _____ in the foodservice systems model:
- (a) Inputs
 - (b) Functional subsystems
 - (c) Linking processes
 - (d) Controls
8. The menu would be categorized as part of which segment of the foodservice systems model?
- (a) Control
 - (b) Input
 - (c) Transformation
 - (d) Output
9. When planning a menu, recommendations are to first plan:
- (a) The entrée course because those items are the most expensive.
 - (b) The appetizer course because those items will be the first the customer receives.
 - (c) The dessert course because the richness of this course will determine how heavy or light to make the other courses.
10. A restaurant that receives raw food products, prepares it, and serves it immediately to the customer could be classified as what type of foodservice?
- (a) Conventional
 - (b) Ready prepared
 - (c) Commissary
 - (d) Assembly serve
11. A coffee-shop is open Monday through Friday each week. Records for the week show the following number of bowls of chilli were sold: 160, 140, 135, 185, and 190. Using a three-day moving average, what quantity would the manager recommend be prepared for Monday of the second week?
- (a) 145
 - (b) 160
 - (c) 162
 - (d) 170
12. A current recipe has a yield of 200 servings and a total weight of 18kg. You want the cook to prepare 50 servings of the product. If you use the factor method to adjust the recipe, what is the conversion factor you will use to adjust the recipe?
- (a) 4
 - (b) 40
 - (c) 0.25
 - (d) 10

13. A recipe for 100 services contours 11.4kg of ground beef, 4.5kg of tomato paste, and 2.3kg of cheese. You are adjusting this recipe using the factor method and have determined our conversion factor is 5. How many kgs of ground beef will be in your new recipe?
- (a) 2.3kg
 - (b) 5.7kg
 - (c) 57kg
 - (d) Unable to calculate because desired number of servings is not given for the adjusted recipe.
14. If the ground beef is known to have a cooking yield of 45%, how much ground beef would need to be purchased to provide 4.5kg?
- (a) 2.0kg
 - (b) 4.5kg
 - (c) 10.5kg
 - (d) 20.5kg
15. Quality attributed to food include all of the following EXCEPT:
- (a) Nutrition
 - (b) Price
 - (c) Flavor
 - (d) Microbiological factors
16. Which of the following activities would be considered part of the INTERPERSONAL role of a manager?
- (a) Telling employees about the new restaurant policies related to childcare.
 - (b) Initiating a change in the way purchasing is done in the organization.
 - (c) Hiring and training staff.
 - (d) *Negotiating the union contract.*
17. Having transportation charts or patient trays that will maintain hot food temperatures is not important in which type of foodservice?
- (a) Cook-chill food production with decentralized service.
 - (b) Conventional food production with decentralized service.
 - (c) Cook-chill food production in a commissary kitchen.
 - (d) Individual prepackaged meals with decentralized reheating.
18. One of the advantages of a ready prepared foodservice as compared to a conventional foodservice is that:
- (a) Peak demands for labor are removed,
 - (b) Food is prepared for service rather than for inventory,
 - (c) The time between production and service is limited,
 - (d) Food only passes through the temperature danger zone one time.

19. In decentralized service, food is:
- (a) Dished onto trays in a commissary site and then transported to the patient units for service.
 - (b) Transported in bulk to gallery kitchens near the patient units where patient trays are assembled.
 - (c) Dished onto trays from a try line that is in physical proximity to the production area; trays then are transported to patient units.
 - (d) Prepared in a central/kitchen and served to patients family style, in a cafeteria located next to the kitchen area.
20. In a _____ foodservice, menu items are produced and held chilled or frozen until heated for service later.
- (a) Conventional
 - (b) Ready prepared
 - (c) Commissary
 - (d) Assembly serve
21. Technical skill
- (a) Is most important at the start of one's management career.
 - (b) Involves working with people and understanding their behaviour.
 - (c) Is needed to recognize the interrelationships of factors on the job.
 - (d) Requires effective communication skills.
22. The management function of planning
- (a) Involves determining in advance what should happen.
 - (b) Is the process of grouping activities and delegating authority to accomplish these activities.
 - (c) Is the responsibility of the human resource department in many organizations.
 - (d) Requires an understanding of human behaviour.
23. Policies are important in organisations because they
- (a) Specify what must or must not be done.
 - (b) Are single-use plans that help guide employee efforts on a project.
 - (c) Provide a general guide for organisational behaviour.
 - (d) Give a chronological sequence of activities that are to occur to achieve organisational goals.
24. "Span of management" refers to the
- (a) Number of contacts outside of the department a manager is expected to interact with.
 - (b) Range of skills of employees answering to one manager.
 - (c) Geographic distance a manager must cover to supervise employees.
 - (d) Number of people one manager can effectively manage.

25. Line and staff positions differ in that line positions
 - (a) Have a smaller span of management than do staff positions.
 - (b) Have supervisory responsibility; staff positions have advisory responsibility.
 - (c) Usually are paid as hourly employees; staff positions usually are paid a salary.
 - (d) Usually are lower on the organisational chart and report to staff positions.

26. A group of people working together in some form of coordinated effort to attain objectives is termed _____.
 - (a) Organisational hierarchy.
 - (b) Vertical integration.
 - (c) An organisation.
 - (d) Functional alliances

27. Factors affecting the span of management include all of the following EXCEPT
 - (a) Organisational policies.
 - (b) Competency of workers.
 - (c) Authority of the manager.
 - (d) Nature of the work being completed.

28. What is the process of influencing the activities of employees towards goal achievement?
 - (a) Expectancy
 - (b) Motivation
 - (c) Leadership
 - (d) Job satisfaction

29. The action brought against an employee who fails to conform to the policies or rules or an organization is termed _____.
 - (a) Law suit
 - (b) Discipline
 - (c) Performance appraisal
 - (d) Grievance

30. The process of obtaining information about jobs by determining what the duties and tasks or activities of those jobs are is termed _____.
 - (a) Job description
 - (b) Organisational chart
 - (c) Job analysis
 - (d) Job specification

31. The marketing environment is defined as the
 - (a) Atmosphere created within the sales force to encourage product sales.
 - (b) Interactions that occur between managers and employees related to product promotion.
 - (c) Forces outside the organisation that influence marketing activities.
 - (d) Constraints within an organization that limit marketing options.

32. Having an effective marketing concept usually places primary emphasis on
- (a) Serving the customer.
 - (b) Employees doing their jobs correctly.
 - (c) Managers understanding organisational processes.
 - (d) Owners knowing what their products or services are.
33. A foodservice operation's target market is
- (a) Individuals who are used in focus groups to determine customer needs and wants
 - (b) A group of people for whom a company develops a product or service.
 - (c) Individuals who are not currently buying a company's product or service.
 - (d) Individuals randomly chosen to receive free products or services.
34. A manager of a cook-chill commissary operation is interested in determining the optimum storage time for chilled soups and has decided to use sensory evaluation to gather needed product evaluation information. The preferred sensory testing would be
- (a) Preference or acceptance testing by a consumer panel.
 - (b) Preference or acceptance testing by a trained panel.
 - (c) Discrimination or description testing by a trained panel.
 - (d) Discrimination or description testing by a consumer panel.
35. If a menu item is categorized as highly popular but low in contribution to profit, the foodservice manager should
- (a) Promote this item to continue to increase its sales.
 - (b) Consider increasing the price of this item.
 - (c) Eliminate this item from the menu.
 - (d) Ignore this item and focus attention on increasing the popularity of other items.
36. Menu engineering
- (a) Is a technique for measuring customer satisfaction in a foodservice operation.
 - (b) Provides managers with ways to evaluate the quality of menu items.
 - (c) Focuses on the popularity and contribution to profit of menu items.
 - (d) Is a computerized software program for menu planning.
37. The Job Descriptive Index was designed to measure
- (a) Service skills of restaurant wait staff members.
 - (b) Employee job satisfaction.
 - (c) Productivity of foodservice employees.
 - (d) Resources needed to staff a foodservice operation.
38. If a foodservice manager wants to determine the likelihood that customers would purchase a new product, which of the following would be best to use to gain information for that decision?
- (a) Discrimination sensory test with a consumer panel.
 - (b) Description sensory test with a trained panel.
 - (c) Acceptance sensory test with a consumer panel.
 - (d) Discrimination sensory test with a trained panel.

39. Evaluation of the taste and juiciness of a product is termed
- (a) Chemical evaluation.
 - (b) Physical evaluation.
 - (c) Sensory evaluation.
 - (d) Specification evaluation.
40. Customer satisfaction is part of which component in the foodservice systems model?
- (a) Input
 - (b) Transformation
 - (c) Output
 - (d) Feedback

[40 x 1 = 40 marks]

QUESTION 2

Discuss using the foodservice system model, how each of the following events might impact a foodservice operation.

- (a) Loss of the lettuce crop in NAMBOARD, because of excessive rain.
- (b) Delivery of 88-size oranges instead of the specified 113 size.
- (c) Addition of the cook and dishwasher for the evening meal.
- (d) Absenteeism of a cook and dishwasher for the evening meal.
- (e) Low final rinse temperature on the dish machine.

[5x 6 = 30 marks]

QUESTION 3

- (a) **MATCHING:** Choose the item in Column 2 that best matches each item in Column 1.

i. Static menu	(a) Food items repeated on a patterned basis.
ii. Cycle menu	(b) Complete meal, fixed price
iii. Single use menu	(c) Same menu items each day
	(d) Food items planned for specific days

[3 x 2 = 6 marks]

- (b) (i) Explain why the menu is considered to be the primary control of the foodservice system. [8 marks]
- (ii) What is menu psychology and how is it used in developing a printed menu? [6 marks]
- (iii) Describe important customer and management factors that affect menu planning. [4x2 = 8 marks]
- (iv) Describe the differences in commercial and on-site foodservice menu planning. [4x2 = 8 marks]

[Total marks = 30]

QUESTION 4

Differentiate among conventional, ready prepared, commissary, and assembly/service foodservice operations.

[Total marks = 30]