

2ND SEM. 2012/13



**PAGE 1 OF 3
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**

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

QUESTION 1 (COMPULSORY)

- (a) Explain the differences between an open and closed system in foodservice and catering. **(5 Marks)**
- (b) Describe the inputs and outputs of the foodservice system. **(20 Marks)**
- (c) Describe how the following terms might be applied in your foodservice operation:
- i. Interdependency
 - ii. Dynamic equilibrium
 - iii. Synergy
 - iv. Equifinality
 - v. Permeability of boundaries

(5x3 = 15 Marks)
[TOTAL MARKS = 40]

QUESTION 2

- (a) Explain important customer and management factors that affect menu planning. **(10 Marks)**
- (b) At the University of Medunsa Medical Centre, food is prepared in the kitchen, dished onto individual plates, and the plates of food are frozen. On the day of service, plates of food are placed on trays on an assembly line in the kitchen. The trays are transported in a cart to the patient care area. Plates of food are reheated in microwave ovens in galley kitchens on each floor and then the tray is served to the patient. Draw a flow chart of the food product flow in this operation. **(7 Marks)**
- (c) Explain how receiving, storage and inventory are linked with purchasing. **(13 Marks)**
- [TOTAL MARKS = 30]**

QUESTION 3

- (a) Describe the **five (5)** different components of the marketing channel.
(5x3 = 15 Marks)
- (b) Describe what a buyer has to know and do before purchasing products for a
foodservice business.
(15 Marks)
[TOTAL MARKS = 30]

QUESTION 4

- (a) Give examples of activities performed by foodservice managers that are
examples of each of Mintzberg's managerial roles.
(15 Marks)
- (b) How are management skills linked with the functions that a foodservice manager has to
perform?
(15 Marks)
[TOTAL MARKS = 30]