



**UNIVERSITY OF SWAZILAND
DEPARTMENT OF CONSUMER SCIENCES**

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

INSTRUCTIONS: 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) Define the following menu-related terms:

- i. Static menu
- ii. Cycle menu
- iii. Single-use menus
- iv. A' la carte versus
- v. Table d' hôte

(5x2 = 10 Marks)

(b) Using the foodservice systems model, explain how the menu serves as the primary control of the foodservice system.

(15 Marks)

(c) Describe, by means of a flow chart, differences in food product flow in conventional and ready prepared foodservice operations.

(15 Marks)

[TOTAL MARKS = 40]

QUESTION 2

(a) Describe the **four (4)** areas in the procurement subsystem.

(4 x 5 = 20 Marks)

(b) (i) A current recipe has a yield of 200 servings and a total weight of 18 kg. 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?

(2 Marks)

(ii) A recipe for 100 services contours 11.4 kg of ground beef, 4.5 kg of tomato paste, and 2.3 kg 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?

(2 Marks)

(iii) If the ground beef is known to have a cooking yield of 45%, how much ground beef would need to be purchased to provide 4.5 kg?

(2 Marks)

(c) Explain how overproduction and underproduction can affect cost.

(4 Marks)

[TOTAL MARKS = 30]

QUESTION 3

- (a) Discuss how 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? (15 Marks)
- (b) Explain three categories of service. (15 Marks)

[TOTAL MARKS = 30]

QUESTION 4

- (a) Explain the role of sanitation in the management of food quality. (8 Marks)
- (b) How can food service managers improve the quality of work life for their employees? (8 Marks)
- (c) Explain how management skills are linked with the functions that a food service manager has to perform. (14 Marks)

[TOTAL MARKS = 30]