



**UNIVERSITY OF SWAZILAND
DEPARTMENT OF CONSUMER SCIENCES
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

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)

Recipes serve several functions in the food service establishment.

- (a) What is on-site foodservice? What is its similarity with and difference from commercial foodservice? (12 Marks)
- (b) Explain what a buyer has to know and do before purchasing products for a food service business. (12 Marks)
- (c) (i) Describe **two (2)** ways you would use to control quantity demand in your food service establishment. (6 Marks)
- (ii) Discuss the reasons why the ingredient room is so important to the foodservice industry and explain what goes on in the ingredient room. (10 Marks)

[TOTAL MARKS = 40]

QUESTION 2

- (a) Explain why it is important to use energy conservation in the food service business. (8 Marks)
- (b) Describe how to create a well-executed energy management plan. (6 Marks)
- (c) Explain the **four (4)** types of food spoilage, and give examples of each. (4 x 4 = 16 Marks)

[TOTAL MARKS = 30]

QUESTION 3

- (a) Explain what is required of a food service manager. (6 Marks)
- (b) Give examples of activities performed by food service managers that are examples of each of Mintzberg's managerial roles. (24 Marks)

[TOTAL MARKS = 30]

QUESTION 4

- (a) What is menu psychology and how is it used in developing a printed menu?
(10 Marks)
- (b) Discuss differences in Malcom Baldrige Award criteria, ISO9000 standards, and Joint Commission Standards.
(20 Marks)

[TOTAL MARKS = 30]