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 : **FOODSERVICE MANAGEMENT AND CATERING**

TIME ALLOWED : **TWO (2) HOURS**

INSTRUCTIONS : **ANSWER QUESTION ONE (1) AND ANY OTHER TWO (2) QUESTIONS**

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QUESTION I (COMPULSORY)

(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. (10 Marks)

(b) At the 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 gallery kitchens on each floor and then the tray is served to the patient. Draw a flow chart of the food product flow in the operation. (14 Marks)

(c) Explain how overproduction and underproduction can affect cost. (10 Marks)

(d) What conversion factor would you use if you were converting a recipe for 50 portions to 75 portions? What would you use to convert 75 portions to 50 portions? (6 Marks)

[TOTAL MARKS = 40]

QUESTION 2

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

i. Food production is found in which component of the foodservice system model?
A) Control.
B) Input.
C) 'Transformation.
D) Output.

ii. The transformation of food inputs into meal outputs occurs in the _____ subsystem.
A) Procurement.
B) Production.
C) Safety, sanitation, and maintenance.
D) Distribution and service.

iii.   Ordering a box of 113 apples is a form of portion control because the manager knows that:
    A) There will be 113 apples in the box.
    B) Each apple will weight 113 grams.
    C) The As Purchased (AP) weight of the apples will be 113% of the Edible Portion (EP) weight.

iv.   A current recipe has a yield of 200 servings and a total weight of 18 kg. You want 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

v.   A recipe for 100 servings contains 11.4 kg of ground beef, 4.5 kg of pasta, 4.5 kg of tomato paste, and 2.3 kg of cheese. You are adjusting this recipe using the factor method and have determined your conversion factor is 5. How many kgs of ground beef will be in your new recipe?
    A) 2.3 kg
    B) 5.7 kg
    C) 56.8 kg
    D) Unable to calculate because desired number of servings is not given for the adjusted recipe.

(5x2 = 10 Marks)

TRUE/FALSE. Write "T" if the statement is true and "F" if the statement is false.

vi.   An open system has interrelated parts; interrelated parts are not part of a closed system.

vii.   Transformation is the part of the foodservice system that involves changing inputs to outputs.

viii.   Synergy is the ability of an open system to continuously respond and adapt to its environment.

ix.   Foodservice equipment and space are included as inputs in the foodservice systems model.

x.   Procurement, production, safety/sanitation/maintenance, and distribution/service are part of transformation in the foodservice systems model.

xi.   The system is an input in the foodservice system model.

xii.   A quick service restaurant is a retail business with primary emphasis on providing the public a convenient location to quickly purchase from a wide array of consumable products.

xiii.   The strategic management process includes analysis, implementation, and evaluation.

xiv.   A foodservice operation using a differentiation strategy would sell their products at a lower price than competitors to differentiate themselves in the market place.

xv.   Quality desired in food products ingredients should be included in food specifications.

(10x2 = 20 Marks)

[TOTAL MARKS = 30]

QUESTION 3

(a) Give examples of activities performed by foodservice managers that are examples of each of Mintzberg's Management roles.   **(15 Marks)**

(b) Explain how management skills are linked with the functions that a foodservice manager has to perform.   **(15 Marks)**

[TOTAL MARKS = 30]

QUESTION 4

(a) The menu is a key component of a foodservice operation. Illustrate how a change in menu can impact all aspects of the foodservice system.   **(20 Marks)**

(b) What are important customer and management factors that affect menu planning.   **(10 Marks)**

[TOTAL MARKS = 30]