



**2<sup>nd</sup> SEM. 2014/15**

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**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 : FOODSERVICE MANAGEMENT AND CATERING**

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

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

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BY THE CHIEF INVIGILATOR**

**QUESTION I (COMPULSORY)**

- (a) Discuss using the foodservice system model, how the following events might impact a foodservice operation.
- i. Loss of cabbage crop in Vuvulane Irrigated Farms because of excessive rain.
  - ii. Delivery of 88-size oranges instead of the specified 113 size.
  - iii. Addition of too much salt to the vegetable soup.
  - iv. Absenteeism of the cook and dishwasher for the evening meal.
  - v. Low final rinse temperature in the dish machine.
- (5x4 = 20 Marks)**
- (b) Management functions, an integral component of the transformation element, are performed by managers to coordinate the subsystems in accomplishing the system's objectives. Describe **five (5)** of these management functions.
- (5x2 = 10 Marks)**
- (c) Describe **five (5)** characteristics of an open system.
- (5x2 = 10 Marks)**

**[TOTAL MARKS = 40]**

**QUESTION 2**

- (a) Discuss the **four (4)** areas in the procurement subsystem.
- (4x5 = 20 Marks)**
- (b) i. At the beginning of the month of May, the foodservice operation had E95,000 food in inventory. During the month of May a total of E210,000 in food was purchased. At the end of May, food in inventory was valued at E89,000. What was the cost of food for the month of May?
- (5 Marks)**
- ii. Using the inventory information in the problem above, calculate the inventory turnover for the month of May.
- (5 Marks)**

**[TOTAL MARKS = 30]**

**QUESTION 3**

- (a) Explain why the setup of a recipe is so important to the foodservice industry. (4 Marks)
- (b) Why is the ingredient room so important to the foodservice industry and what goes on in the ingredient room? (12 Marks)
- (c) 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 distribution and service subsystem. (14 Marks)

[TOTAL MARKS = 30]

**QUESTION 4**

- (a) Explain **three (3)** categories of service. (18 Marks)
- (b) Describe the advantages and disadvantages of cyclical menus. (12 Marks)

[TOTAL MARKS = 30]