



1ST SEM. 2005/2006

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UNIVERSITY OF SWAZILAND

FINAL EXAMINATION PAPER

**PROGRAMME : BACHELOR OF SCIENCE IN HOME
ECONOMICS EDUCATION AND
HOME ECONOMICS YEAR IV**

COURSE CODE : FN 401

TITLE OF PAPER : FOOD SERVICE MANAGEMENT

TIME ALLOWED : TWO (2) HOURS

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

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1ST SEM. MAIN 2004/2005
FN 401

QUESTION 1 (COMPULSORY)

- a) i. Define management [4]
 ii. Describe three (3) skills that an effective Food Service Manager should possess [3x2 = 6]
 b) List and describe five (5) styles of management [5x3 = 15]
 c) Identify and discuss three (3) tools of management [3x5 = 15]
[Total = 40]

QUESTION 2

- a) Describe the concept of viewing *Food Service as a system* [12]
 b) Explain two alternative approaches you would use to analyze the performance of a Food Service business. [18]
[Total = 30]

QUESTION 3

- a) Discuss the importance of a menu in modern catering operations [20]
 b) Given the table below of an example of menu analysis, calculate food cost percentages.

Product	Projected sales	Food cost (£)	Selling price (£)
RLL	70	2.34	7.80
PC	173	1.95	8.70
CH	151	4.22	9.00
SP	54	2.56	7.00
TA	49	3.12	10.30
VL	43	1.46	5.94
Total sales: 540		Total food cost: £1,492.27	Total revenue: £4,548.22

[10]
[Total = 30]

Key

RLL Roast leg of lamb
 PC Pork cutlet
 CH Chicken supreme

SP Scampi Provencale
 TA Trout with almonds
 VL Vegetable lasagne

QUESTION 4

- a) Over the last twenty to thirty years there has been increased knowledge about the causes of food poisoning and a higher level of education of food handlers about food hygiene. However, over this period, we have seen a rise in the number of outbreaks of food poisoning. Discuss this statement.

[15]

- b) For a restaurant that you know, make out a quality control checklist.

[15]

[Total = 30]