

2ND SEM. 2007/2008



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UNIVERSITY OF SWAZILAND

FINAL EXAMINATION PAPER

**PROGRAMME : BACHELOR OF SCIENCE IN HOME
ECONOMICS EDUCATION, HOME
ECONOMICS AND FOOD SCIENCE,
NUTRITION AND TECHNOLOGY
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**

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GRANTED BY THE CHIEF INVIGILATOR**

QUESTION 1 (COMPULSORY)

- a) Describe a systems approach in organizing catering production and service. [22 marks]
- b) Compare existing catering systems by examining the way in which the components of a catering system are combined. [18 marks]

[TOTAL MARKS = 40]

QUESTION 2

A food service manager must formulate the goals of the enterprise, consider the methods available to achieve them, weigh these alternatives, and select the most appropriate ones.

List and describe six (6) functions of management that the manager will be concerned with in carrying out the above procedures.

[6 x 5 = 30]

[TOTAL MARKS = 30]

QUESTION 3

- a) Describe tools of an effective food service manager. [15 marks]
- b) Describe the various supervisory styles which may be practiced within an organization in order to have tasks accomplished. [15 marks]

[TOTAL MARKS = 30]

QUESTION 4

Discuss the importance of cyclical menus.

[TOTAL MARKS = 30]