

2ND SEM. 2008/2009



PAGE 1 OF 3

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**

**DO NOT OPEN THIS PAPER UNTIL PERMISSION HAS BEEN
GRANTED BY THE CHIEF INVIGILATOR**

QUESTION 1 (COMPULSORY)

- a) Define the following systems/terms:
- (i) Interdependency
 - (ii) Dynamic, equilibrium and
 - (iii) Equifinality
- [3x2=6 marks]
- b) Distinguish between an open and closed system. [4 marks]
- c) Describe what occurs in the transformation process in the food-service system. [30 marks]

[Total Marks = 40]

QUESTION 2

- a) Differentiate among conventional ready prepared, commissary and assembly/serve food-service operation. [12 marks]
- b) Describe the differences in food product flow in conventional and ready prepared food-service operations. [6 marks]
- c) Differentiate the concepts of design, layout and flow.[6 marks]
- d) Describe the planning process for designing a food-service operation. [6 marks]

[Total Marks = 30]

QUESTION 3

- a) Explain why the menu is considered to be the primary control of the food-service system. [20 marks]
- b) Describe the differences in commercial and onsite food-service menu planning. [10 marks]

[Total Marks = 30]

QUESTION 4

- a) Describe the steps needed to make human resource planning a success in the food-service industry. [15 marks]
- b) Explain how a food-service manager can control labor costs through selection, orientation, training, and performance appraisal. [15 marks]

[Total Marks = 30]