



UNIVERSITY OF SWAZILAND
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 : **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)

Discuss, using the food service systems model, how the following events might impact a food service operation:

- a) Loss of the cabbage crop in Vuvulane because of excessive rain.
[10 marks]
- b) Delivery of 88-size oranges instead of the specified 113 size.
[10 marks]
- c) Addition of too much salt to the vegetable soup. [10 marks]
- d) Absenteeism of the cook and dish washer for the evening meal.
[10 marks]
[Total Marks = 40]

Question 2

- a) Explain why a menu is considered to be the primary control of the food service systems.
[16 marks]
- b) Describe a step by step procedure for onsite food service menu planners for a three-meals a day pattern.
[7 x 2 = 14 marks]
[Total Marks = 30]

Question 3

Describe the commercial and onsite food services. **[Total Marks = 30]**

Question 4

Discuss how a food service manager can control labour costs through selection, orientation, training, development, and performance appraisal.

[Total Marks = 30]