

2ND SEM. 2017/18



PAGE 1 OF 3

**UNIVERSITY OF SWAZILAND
DEPARTMENT OF FOOD AND NUTRITION SCIENCES**

FINAL EXAMINATION PAPER

**PROGRAMME : BACHELOR OF SCIENCE IN FOOD
SCIENCE, NUTRITION AND
TECHNOLOGY, CONSUMER SCIENCE
AND CONSUMER SCIENCE EDUCATION
YEAR II**

COURSE CODE : FNS210

**TITLE OF PAPER : FOODSERVICE MANAGEMENT AND
CATERING**

TIME ALLOWED : TWO (2) HOURS

**INSTRUCTION : 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) Describe the **two (2)** sectors of the catering industry. (10 Marks)
- (b) Describe the **five (5)** characteristics of an open system. (10 Marks)
- (c) Describe the different ways work is divided among foodservice employees. (10 Marks)
- (d) What are the important customer and management factors that affect menu planning? (10 Marks)

[TOTAL MARKS = 40]

QUESTION 2

- (a) Describe the differences in commercial and non-site foodservice menu planning. (8 Marks)
- (b) (i) Describe what occurs in the transformation process of the foodservice system. (18 Marks)
- (ii) Why is the setup of a recipe so important to the foodservice industry? (4 Marks)

[TOTAL MARKS = 30]

QUESTION 3

- (a) How are management skills linked with the functions that a foodservice manager performs? (20 Marks)
- (b) Describe the term **Marketing Concept** and how it applies to a foodservice operation. (10 Marks)

[TOTAL MARKS = 30]

QUESTION 4

- (a) What information might a foodservice manager collect to determine whether customers are satisfied?

(15 Marks)

- (b) How can a manager help reduce the barriers to communication in an organization?

(15 Marks)

[TOTAL MARKS = 30]