

2ND SEM, 2018/19



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UNIVERSITY OF ESWATINI

FINAL EXAMINATION PAPER

- PROGRAMME** : **BACHELOR OF SCIENCE IN FOOD SCIENCE, NUTRITION AND TECHNOLOGY AND CONSUMER SCIENCE 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**

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QUESTION 1 (COMPULSORY)

The application of systems concepts has been used to facilitate problem solving and decision making for managers. The systems approach focuses on the totality of the organization rather than its processes or parts. It considers the impact of both the internal and external environment on the organization.

(a) Describe fundamental implications of the term system.

(5 x 2 = 10 Marks)

(b) Discuss the unique characteristics of an open system.

(5 x 3 = 15 Marks)

(c) The major parts of a system include: input, transformation and output. The expanded system model of an organization includes four additional parts. Describe any **three (3)** of these parts.

(5 x 3 = 15 Marks)

[TOTAL MARKS = 40]

QUESTION 2

(a) Describe a step-by-step procedure you would use for UNESWA foodserve menu planners for a three-meals-a-day pattern.

(7 x 2 = 14 Marks)

(b) There are several terms used to describe characteristics of a menu. Describe the characteristics of the following menus:

(i) A' la carte menu

(2 Marks)

(ii) A static menu

(2 Marks)

(iii) Table d' hote menu

(2 Marks)

(iv) Explain how you would evaluate the aesthetic qualities of a menu.

(5 x 2 = 10 Marks)

[TOTAL MARKS = 30]

QUESTION 3

Food product flow differs in each foodservice operation. The most desirable flow plan for a kitchen is a straight line. Work stations should be designed to allow employees to work efficiently and effectively.

- (a) Differentiate among conventional, ready prepared, commissary and assembly/serve foodservice operations.

(4 x 5 = 20 Marks)

- (b) Differentiate the concepts of design, layout and flow.

(10 Marks)

[TOTAL MARKS = 30]

QUESTION 4

- (a) Describe the requirements of converting a recipe using the factor method. To illustrate use of the factor method, assume a college residence hall foodservice has ham loaf on the menu. The recipe in the file is for 50 portions; however, the forecast production demand is 250 portions. Adjust the recipe following the procedure you have described above.

(15 Marks)

- (b) Explain **three (3)** categories of service.

(3 x 5 = 15 Marks)

[TOTAL MARKS = 30]