



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF HEALTH, APPLIED SCIENCES AND NATURAL RESOURCES**

**DEPARTMENT OF HEALTH SCIENCES**

<b>QUALIFICATION : BACHELOR OF HUMAN NUTRITION</b>	
<b>QUALIFICATION CODE: 08BOHN</b>	<b>LEVEL: 6</b>
<b>COURSE NAME: FOOD SERVICE SYSTEMS</b>	<b>COURSE CODE: FSS621S</b>
<b>SESSION: NOVEMBER 2022</b>	<b>PAPER: THEORY</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY QUESTION PAPER</b>	
<b>EXAMINER:</b>	MS FIINA NAMUKWAMBI
<b>MODERATOR:</b>	MR GEORGE W MUKISA

<b>INSTRUCTIONS</b>	
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Write clearly and neatly.</li><li>3. Number the answers clearly.</li></ol>	

**PERMISSIBLE MATERIALS**

NONE

**THIS QUESTION PAPER CONSISTS OF 5 PAGES** (Including this front page)

## SECTION A

### QUESTION 1

**(10 MARKS)**

Evaluate the following statements in each numbered section and select the most appropriate answer from the given possibilities. Write the appropriate letter next to the number of the statement/phase in the ANSWER BOOK. *(Each question carries 1 mark.)*

- 1.1 Which of the following is not a component of financial planning:
- A. Financial Resources (FR)
  - B. Financial Tools (FT)
  - C. Financial Operation (FO)
  - D. Financial Goals (FG)
- 1.2 Physical hazard includes:
- A. Glass from service ware and staples from packaging material
  - B. Nails and toxic metals
  - C. Staples from packaging material and pesticides
  - D. Jewellery and fungi
- 1.3 The following are quick-service food operators except:
- A. Canteens
  - B. Carryout restaurants
  - C. Buffets
  - D. Fine dining restaurants
- 1.4 Planning involves developing the activities required to accomplish organizational objectives and finding the most effective ways of doing so. Which of the following are steps in the planning process:
- A. Develop the organization's vision, philosophy, mission, and strategic planning.
  - B. Develop the organization's mission, vision, philosophy, and strategic planning.
  - C. Develop the organization's strategic planning, vision, philosophy, and mission.
  - D. Develop the organization's philosophy, vision, mission, and strategic planning.
- 1.5 The á la carte menu:
- A. All food items are priced separately.
  - B. It is planned, written, and priced daily.
  - C. Offers a complete meal at a fixed price, usually with a choice of some items.
  - D. All of the above.
- 1.6 Full-service food operators include:
- A. Casual dining restaurants.
  - B. Business catering.
  - C. Carryout restaurants.
  - D. All of above.

## QUESTION 2

(10 MARKS)

Assess the following statements and decide whether they are **true or false**. Write only the number of the question and next to it indicate your answer as **true or false** in the ANSWER BOOK. *(Each question carries 1 mark)*

- 2.1 The systems approach describes a type of management or leadership where decisions are made considering how they affect the organization, as well as how the impact of the decision meeting its objectives.
- 2.2 Full cream milk can be included in the menu of a clear fluid diet.
- 2.3 People are more knowledgeable about nutrition and food safety leading to most foodservice offering healthier menu choices.
- 2.4 The primary objective of non-commercial catering services is to make a profit.
- 2.5 Before food can be purchased, the quality of foods most appropriate to the food service operation and their use on the menu must be decided.
- 2.6 A servant leader is motivated by a natural desire to serve, not to lead and puts others before himself.
- 2.7 A soft diet aims to provide a diet that requires no chewing and can be swallowed with little effort.
- 2.8 The commercial catering services are restricted to a limited number of individuals.
- 2.9 Assembly food service systems require on-site kitchens as most of the cooking is done on-site.
- 2.10 Organizing involves the activities necessary to develop the formal structure of authority through which work is subdivided, defined, and coordinated to accomplish the organization's objectives.

## SECTION B

### QUESTION 3

(36 MARKS)

- 3.1 Explain the following terms and concepts:
- 3.1.1 Food service operation (2)
  - 3.1.2 Food service management (2)
  - 3.1.3 Menu (2)
  - 3.1.4 Leadership (2)
  - 3.1.5 Change management (2)
  - 3.1.6 Planning (2)
  - 3.1.7 Financial planning (2)
  - 3.1.8 Budget (2)
  - 3.1.9 Sanitation (2)
- 3.2 Differentiate between on-site and off-site catering services. (2)
- 3.3 Discuss the adjustments that are made in the process of developing therapeutic diets. (6)
- 3.4 List four (4) types of food service systems. (4)
- 3.5 Discuss the following three (3) types of Catering food operators.
- 3.5.1 Special Event Catering. (2)
  - 3.5.2 Business Catering. (2)
  - 3.5.3 Mobile Catering. (2)

### QUESTION 4

(28 MARKS)

- 4.1 In table format, differentiate between commercial and non-commercial food services under the following headings.
- 4.1.1 Main goals (2)
  - 4.1.2 Other objectives (2)

- 4.1.3 Accessibility (2)
- 4.1.4 Examples (2)
- 4.2 Highlight four (4) importance of choosing a conventional system. (4)
  
- 4.3 Southern Africa is facing major challenges in the food service industry. Name three (3) of these and how the food service industry can work together to overcome these challenges. (6)
  
- 4.4 Discuss the following types of frequency of change menu with relative examples:
  - 4.4.1 Static / set menu (2)
  - 4.4.2 Single-use menu (2)
  - 4.4.3 Cycle menu (2)
  
- 4.5 Enumerate any four (4) food service equipment. (4)

## SECTION C

### QUESTION 5

**(20 MARKS)**

- 5.1 Explain the five (5) importance of a budget. (5)
- 5.2 Outline four (4) management theories. (4)
- 5.3 Explain any five (4) functions of management. (8)
- 5.4 List any three (3) personality traits of an effective leader. (3)

**GOOD LUCK!!!**