



QUALIFICATION: BACHELOR OF HUMAN NUTRITION	
QUALIFICATION CODE: 08BOHN	LEVEL: 6
COURSE: FOOD SERVICE SYSTEMS	COURSE CODE: FSS621S
DATE: JANUARY 2024	SESSION: 2
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY/SUPPLEMENTARY: QUESTION PAPER

EXAMINER: *MS FIINA K. NAMUKWAMBI*

MODERATOR: *MR WALIOMUZIBU MUKISA GEORGE*

INSTRUCTIONS:

1. Answer all questions on the separate answer sheet.
2. Please write neatly and legibly.
3. Do not use the left side margin of the exam paper. This must be allowed for the examiner.
4. No books, notes and other additional aids are allowed.
5. Mark all answers clearly with their respective question numbers.

PERMISSIBLE MATERIALS:

1. None

ATTACHMENTS

1. None

This question paper consists of 4 pages including this front page

QUESTION 1: MULTIPLE CHOICE QUESTIONS**[10 MARKS]**

Evaluate the statements in each numbered section and select the most appropriate answer or phrase from the given possibilities. Fill in the appropriate letter next to the number of the correct statement/phrase on your ANSWER SHEET.

- 1.1 The functions performed by foodservice managers include staffing which means ensuring quality, safety, and sanitation of all food prepared:
- True
 - False
- 1.2 One of the benefits of systems thinking more effective communication:
- True
 - False
- 1.3 Physical hazard includes:
- Glass from service ware and staples from packaging material
 - Nails and toxic metals
 - Staples from packaging material and pesticides
 - Jewellery and fungi
- 1.4 The a la carte menu:
- All food items are price separately
 - It is planned, written and price daily
 - Offers a complete meal at a fixed price, usually with a choice of some items
 - All of the above
- 1.5 Full-service food operators include:
- Casual dining restaurants
 - Family restaurants
 - Carryout restaurants
 - All of the above
- 1.6 A Servant Leader is motivated by a natural desire to serve, not to lead and puts others before himself.
- True
 - False
- 1.7 Reporting means involves keeping supervisors, managers, and subordinates informed concerning responsibility through records, research, reports, inspection, and other methods:
- True
 - False
- 1.8 Food allergies are caused by the big eight which includes:
- Milk, eggs, fish, and wheat
 - Tree nuts, peanuts, and soybeans
 - All of the above
 - None of the above

- 1.9 The qualitative diet is calculated with an increase or decrease in the amount of the food constituents e.g., increased fiber, low fat, sodium restricted, increased calories:
- True
 - False
- 1.10 Mismanagement of cleaning and sanitizing can result in:
- Injury or illness
 - Waste of chemicals & money
 - A and B
 - Make the facility more dirty

SECTION B: SHORT/LONG ANSWER QUESTIONS

[90 MARKS]

Please answer ALL of the questions in this section.

QUESTION 2:

[10 MARKS]

Explain the following terms:

- | | | |
|-----|--------------------------|-----|
| 2.1 | Food service management. | (2) |
| 2.2 | Financial Planning. | (2) |
| 2.3 | Menu. | (2) |
| 2.4 | Leadership. | (2) |
| 2.5 | Budget. | (2) |

QUESTION 3:

[22 MARKS]

- 3.1 Briefly discuss the following operational factors affecting selection of equipment:
- Number and type of customer. (2)
 - Style of service and length of serving period. (2)
 - Food service style and length of serving period. (2)
- 3.2 In financial accountability the data and information provided by records must be used to analyse and improve the financial situation. List four (4) essential reports used to prepare using data from the records. (4)
- 3.3 Outline six (6) steps in the planning process. (6)
- 3.4 Explain the methods of allocating funds within individual budgets:
- | | | |
|-------|-------------------|-----|
| 3.4.1 | Fixed budget | (2) |
| 3.4.2 | Flexible budget | (2) |
| 3.4.3 | Zero-based Budget | (2) |

QUESTION 4:

[40 MARKS]

- 4.1 Differentiate between the following terms/concepts.
- 4.1.1 On-premises and off-premises catering services. (4)
 - 4.1.2 Static / set menu and single-use menu. (4)
 - 4.1.2 Table d' hote menu and du jour menu. (4)
- 4.2 Discuss the two (2) indications and three (3) features/main modifications of a diabetic diet. (5)
- 4.3 Discuss three (3) types of commercial catering services. (9)
- 4.4 Calculate kcal and grams per food group given 2000 kcal. (6)
- 4.5 Explain one (1) advantages and one (1) disadvantages of conventional food services. (4)
- 4.6 Outline four (4) types of food systems. (4)

QUESTION 5:

[18 MARKS]

- 5.1 List four (4) management tools. (4)
- 5.2 Briefly describe four (4) management theories. (8)
- 5.3 Propose three (3) personality traits of an effective leader. (3)
- 5.4 Outline three (3) types of food hazards. (3)

END OF QUESTION PAPER