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QUALIFICATION: BACHELOR OF HUMAN NUTRITION	
QUALIFICATION CODE: 08BOHN	LEVEL: 6
COURSE: FOOD SERVICE SYSTEMS	COURSE CODE: FSS621S
DATE: JANUARY 2025	SESSION: 1
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION: QUESTION PAPER

EXAMINER: RU-ANNE DIERGAARDT
MODERATOR: MS FIINA K. NAMUKWAMBI

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**(36 marks)**

1.1 Select whether the following statements are True OR False. **(10 marks)**

- 1.1.1 The Systems Approach describes a type of management or leadership where decisions are made in light of how they affect the organization as a whole, as well as how the decisions impact on meeting its objectives. (1)
- 1.1.2 The food service industry is a small industry and is responsible for any food or beverage preparation outside the home. (1)
- 1.1.3 Full cream milk can be included in the menu of a clear fluid diet. (1)
- 1.1.4 Materials used in food service units must resist deterioration from rapid temperature and humidity changes and from corrosive cooking fumes. (1)
- 1.1.5 People are more knowledgeable about nutrition and food safety leading to most foodservices offering healthier menu choices. (1)
- 1.1.6 Purchasing is the process of getting the right product from the market into a facility and then to the consumer. (1)
- 1.1.7 The primary objective of non-commercial catering services is to make a profit. (1)
- 1.1.8 Standardised recipe is a statement of ingredients PLUS procedures required to produce food items. (1)
- 1.1.9 An Operating Budget is a long-term plan prepared to predict the costs of capital expenditures their financing. (1)
- 1.1.10 Before food can be purchased, the quality of foods most appropriate to the foodservice operation and their use on the menu must be decided. (1)

1.2 Define the following terms. **(20 marks)**

- 1.2.1 Financial planning (2)
- 1.2.2 Change management (2)
- 1.2.3 Non-commercial catering services (2)
- 1.2.4 Menu (2)
- 1.2.5 Leadership (2)
- 1.2.6 Food service (2)
- 1.2.7 Systems approach (2)
- 1.2.8 A market (2)
- 1.2.9 Specification (2)
- 1.2.10 Management (2)

1.3 Give one (1) portion size example of each of the following foods from the food exchange lists (6)

1.3.1 Starch

1.3.2 Protein

1.3.3 Fat

1.3.4 Dairy

1.3.5 Vegetables

1.3.6 Starchy vegetables / B vegetables

QUESTION 2

(11 marks)

2.1 Discuss the logical sequence for developing a design and for completing the construction of a foodservice facility. (6)

2.2 Identity five (5) potential food safety hazards during food handling in a food service unit. (5)

QUESTION 3

(25 marks)

3.1 Distinguish between the different types of food service operators available in commercial catering, describe how they operate and provide one (1) example of each. (9)

3.2 Name and elaborate on the four (4) factors that food service managers need to consider during the menu planning process. (8)

3.3 Explain what forecasting is, why it is necessary in a food service unit and give one (1) example of a forecasting system. (8)

QUESTION 4

(28 marks)

4.1 Mention and discuss the three phases of the change management system. (11)

4.2 Providing a clean and safe food service facility is fundamental to employees, customers and the operational objectives of a food service organization and applying the HACCP principle in a food service organization can be used to ensure this. Discuss the HACCP model under the following headings:

a) Definition (3)

b) Primary goal (1)

- c) Advantages (3)
- d) Shortcomings (3)
- e) The seven principles (7)

END OF QUESTION PAPER