



QUALIFICATION: <b>BACHELOR OF HUMAN NUTRITION</b>	
QUALIFICATION CODE: <b>08BOHN</b>	LEVEL: <b>6</b>
COURSE: <b>FOOD SERVICE SYSTEMS</b>	COURSE CODE: <b>FSS621S</b>
DATE: <b>NOVEMBER 2023</b>	SESSION: <b>1</b>
DURATION: <b>3 HOURS</b>	MARKS: <b>100</b>

**FIRST OPPORTUNITY: QUESTION PAPER**

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**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 5 pages including this front page**

**QUESTION 1: MULTIPLE CHOICE QUESTIONS****[20 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 One of the functions performed by foodservice managers includes staffing which means monitoring of staff workload and performance:
  - a. True
  - b. False
  
- 1.2 The following are quick-service food operators except:
  - a. Canteens
  - b. Carryout restaurants
  - c. Buffets
  - d. Fine dining restaurants
  
- 1.3 Chemical hazard includes:
  - a. Metal shavings from cans and glass from service ware
  - b. Excessive use of additives and preservatives and pesticides
  - c. Toxic metals and jewellery
  - d. Staples from packaging material and toxic metals
  
- 1.4 Full cream milk can be included in the menu of a clear fluid diet:
  - a. False
  - b. True
  
- 1.5 Katz classified managerial skills in terms of the three-skill approach except:
  - a. Technical Skills
  - b. Management skills
  - c. Human skills
  - d. Conceptual Skills
  
- 1.6 Primary objective of the commercial catering services is to make profit:
  - a. True
  - b. False
  
- 1.7 Which of the following is not a component of financial planning:
  - a. Financial Resources (FR)
  - b. Financial Tools (FT)
  - c. Financial Goals (FG)
  - d. Financial Operation (FO)
  
- 1.8 Which of the following are some of the major types of work occur in foodservice departments:
  - a. Receiving and packaging
  - b. Pre-preparation and processing
  - c. Preparation and serving
  - d. Cleaning and supporting services

- 1.9 Catering food operators include:
- Special Event Catering
  - Business Catering
  - Mobile Catering
  - All of the above
- 1.10 Ready-prepared systems were developed:
- To offset the shortage and high cost of skilled foodservice employees
  - Increased productivity and efficiency can be achieved
  - All of the above
  - None of the above
- 1.11 The du jour menu:
- Offers a complete meal at a fixed price, usually with a choice of some items
  - Means menu of the day – a separate menu is offered in addition to the standard menu
  - All food items are priced separately
  - None of the above
- 1.12 A servant leader is motivated by a natural desire to serve, not to lead and puts others before himself:
- True
  - False
- 1.13 All the following are part of management tools except:
- Organization chart
  - Job descriptions
  - Interviewing
  - Job specifications
- 1.14 Food allergies need to be considered as part of a comprehensive food safety program:
- False
  - True
- 1.15 Non – corrosive metals include:
- Alloys (mixtures) of iron, galvanized steel, and iron
  - Iron, copper, and tin
  - Alloys (mixtures) of iron, nickel, and chromium
  - Chromium, stainless steels, and iron
- 1.16 Soft diet is used as transition between clear liquid diet and solid foods.:
- True
  - False
- 1.17 The first step in planning facility for the food service is to prepare a prospectus:
- True
  - False
- 1.18 Texture of the food refers to the structure of foods and can best be detected by the feel of foods in the mouth e.g., crispy, soft, smooth, chewy, soggy, slimy:
- True

b. False

1.19 Non-commercial catering services:

- a. These operators are restricted to limited individuals
- b. These operators compete with each other
- c. All of the above
- d. None of the above

1.20 Food service industry is the art of providing food and beverages aesthetically and scientifically to a large number of people, in a satisfactory and cost-effective way:

- a. True
- b. False

**SECTION B: SHORT/LONG ANSWER QUESTIONS**

**[80 MARKS]**

Please answer ALL of the questions in this section.

**QUESTION 2:**

**[10 MARKS]**

Explain the following terms:

- 2.1 Menu (2)
- 2.2 Food service (2)
- 2.3 Therapeutic diet (2)
- 2.4 Selective menu (2)
- 2.5 Cycle menu (2)
- 2.6 Leadership (2)
- 2.7 Management (2)
- 2.8 Flexible budget (2)

**QUESTION 3:**

**[21 MARKS]**

- 3.1 Discuss the adjustments that are made in the process of developing therapeutic diets. (6)
- 3.2 Southern Africa is facing major challenges in the food service industry. Name three (3) of those and how the food service industry can work together to overcome these challenges. (6)
- 3.3 Enumerate four (4) types of food systems. (4)
- 3.4 Give one (1) portion size example of the following foods. (5)
  - 3.4.1 Protein
  - 3.4.2 Starch
  - 3.4.3 Fat
  - 3.4.4 Dairy
  - 3.4.5 Vegetables

**QUESTION 4:**

**[33 MARKS]**

- 4.1 Describe six (6) factors influencing effectiveness of cleaning. (12)
- 4.2 Explain four (4) factors that foodservice managers need to consider during the menu planning process. (8)
- 4.3 Discuss the advantages of cycle menu. (4)
- 4.4 Discuss nine (9) step-by-step procedure for menu planning. (9)

**QUESTION 5:**

**[16 MARKS]**

- 5.1 Outline six (6) potential food safety hazards likely to occur during food handling. (6)
- 5.2 Explain three phases (3) in change management process. (6)
- 5.3 Highlight the four (4) importance of choosing commissary system. (4)

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**END OF QUESTION PAPER**