

NATIONAL UNIVERSITY OF LESOTHO
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NUTRITION
FOOD SERVICE MANAGEMENT-NUT 3324
SEMESTER II EXAMINATION

MAY 2023

TIME: 3 HOURS

MARKS: 100

Instructions

- a. Answer all questions.
- b. Write answers only.
- c. Please number correctly.

SECTION A

1. How many classifications of food service systems do we have? (1)
2. For the above classifications, give 2 examples for each. (4)
3. Explain the role of a nutritionist in foodservice facilities. (4)
4. List and explain 4 different types of foodservice systems based on their location of preparation, labour, method of holding food and equipment. (12)
5. St. Patrick is a new hospital located in Berea and has 65 beds. Its FSU operates within a very limited budget and has 4 cooks and no large equipment.
 - what type of foodservice would best suit the hospital? Motivate your answer giving 3 reasons. (5)
 - Describe the commissary foodservice system and give 2 advantages of such a system. (4)

Total : 30 Marks

SECTION B

1. Give 3 advantages of having standardized recipes in food production. (3)
2. Critically compare and contrast the conventional and commissary foodservice system. (4)
3. Which is the best suited foodservice system for the following organisations and why? (6)
 - Primary school kitchen
 - Qatar Airlines
 - Fast-food outlet having 2 branches
4. Describe some strategies by which a foodservice manager for a school nutrition could keep her fingers on the pulse of food trends and school children. (3)

Total: 19 Marks

SECTION C

1. List any 3 types of menu. (3)
2. Explain 5 major aspects that you would consider when evaluating a menu. (5)
3. It is said on the occasion that food safety begins with menu planning. Explain and give 2 examples. (3)

4. Fill in the table below:

Pathogen	Disease	Common food source

(12)

5. Describe various prerequisite programs that can be done in the FSU to ensure food safety. (6)

Total: 29 Marks

SECTION D

1. What can be done to eliminate hazards inherent to food?
 - a. Follow pre-requisite programs
 - b. Establish HACCP
 - c. Clean and sanitize equipment before cooking food
 - d. Train new staff how to prepare food
2. What are the common causes of foodborne illness?
 - a. Poor personal hygiene of food handlers
 - b. Undercooked food
 - c. Buying food from unreliable suppliers
 - d. All of the above
3. What is the temperature at which disease-causing bacteria are capable of rapid multiplication (danger zone)?
 - a. 5-60°C
 - b. 5-90°C
 - c. 4-65°C
 - d. 3-70°C
4. What are the factors that influence the cleaning process?
 - a. Type of water and surface
 - b. Type of cleaning compound and structure of pathogen
 - c. Type of soil to be removed and employee effort.
 - d. Time and cleaning equipment
5. How many methods of cleaning and sanitizing equipment do we have?
 - a. Four
 - b. Three
 - c. Five
 - d. Two
6. and are forms of sanitizing equipment in the facility
 - a. Chemical and thermalizing
 - b. Chemical and heating
 - c. Cook/chill and heating
 - d. Heating and scrubbing
7. Which of the following statements best explains sanitizing?
 - a. Physical removal of the visible soil and food
 - b. Reducing potentially harmful microorganisms to safe levels on surfaces
 - c. Removal of visible and invisible dirt to absolutely no dirt at all.
 - d. Cleaning using more than one disinfectant
8. In the basic flow of purchasing what is the first step
 - a. Develop purchase orders
 - b. Estimate quantities needed

- c. Identify needs by planning new/reviewing existing menus for each business unit of the food service organisation.
 - d. Identify buyers
9. During negotiation..... needs to negotiate informal and/ contract purchases that are fair to the foodservice.
- a. Manager or any member of the administration held with high standards
 - b. Vendor
 - c. Courier
 - d. Supplier
10. What is the main disadvantage of competitive bid buying?
- a. It is not practical for perishable items because of the day-to-day fluctuation in the market
 - b. It is often not written clearly, thus increasing possibilities of misunderstandings with regard to price and quality
 - c. It is only required by the government procurement systems.
 - d. It is usually costly and time consuming
11. Susan, while baking doughnuts for the event that was going to be held in their facility, only discovers very late that they might run out of eggs, she is worried because deliveries from their trusted vendor had been done already. Advise her on the alternative method of purchasing she can do:
- a. Just-in-time
 - b. Prime vending
 - c. Open market buying
 - d. Bid buying
12. Which of the following factors affect the choice of service system?
- a. Type of foodservice system and kind of foodservice
 - b. Skill level of available personnel and economic factors
 - c. Size and physical layout of the facility
 - d. All of the above
13. One of the major challenges facing the food industry today includes labor costs, which of the following statements is the best innovative way to overcome this challenge?
- a. Having programmed robotic equipment for cleaning
 - b. Employing less but skilled cooks that can best do the work
 - c. Include different shifts throughout the day to yield maximum productivity.
 - d. Operate the facility within a very limited budget
14. Which of the following is the first step in the planning of the facility?
- a. Prepare a prospectus.
 - b. Make a menu analysis.
 - c. Organise a planning team
 - d. Do a market research.

Total: 14 marks

SECTION E

1. The FIFO concept is NOT very crucial in the storage of items. T OR F.

2. Dry storage, refrigeration, vacuum, and storerooms are all examples of the storage that all food service facilities should have nowadays. T OR F.
3. Jack, a foodservice manager finds weevils in the wheat flour. The possible reason could be that the flour is not of good quality. T OR F.
4. Vendors should deliver goods within a specific time range to avoid many deliveries at a time. T OR F.
5. Purchasing in smaller food service operations can be done by a manager. T OR F.
6. The first step upon receiving goods is for a manager to instruct employees to take goods to appropriate storage. T OR F.
7. The acronyms to worker safety are; Education, Empowerment and Engineering. T OR F.
8. In Food service facilities, accidents don't happen but are caused, hence important that they are prevented. T OR F.
9. Any food can be a vehicle for foodborne illness, but some are more likely to be involved than others. T OR F.
10. In food service production, a recipe is standardized when it has been tested several times and producing same output. T OR F.
11. Planning and designing of all food service operations should all be the same. T OR F.

Total: 11 marks