



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION
SCHOOL OF AGRICULTURAL SCIENCES

Course Code: HCM303 **CREDIT UNIT: 2**
Course Title: Food Service and Professionalism
Time Allowed: 2hrs
Instructions:
1. Attempt any four (4) questions
2. All questions carry equal marks of 25 each
3. Present all your points in coherent and orderly manner

- 1a. Define the following terms:
- I. Flatware
 - II. Mis- en- place'
 - III. A 'cover'
 - IV. Cutlery
 - V. Accompaniments
 - VI. Tableware
 - VII. Hallow-ware
 - VIII. Maitre d'hôtel
 - IX. Room service
 - X. Restaurant(10mks)
- b. Describe the clearing away of service equipment
(5mks)
- c. Discuss the three basic food and beverage stores in hotels
(10mks)
- 2a. State the points that must be considered in planning outdoor catering.
(10mks)
- b. Explain the two main segments of the food service operation and give at least three examples of each.
(10mks)
- c. List five (5) factors to consider in menu planning.
(5mks)

- 3a i Define the term 'menu' and state the primary functions of a menu.
(4mks)
- ii. State the properties that facilitate the presentation of food
(2mks)
- b i. Mention the two (2) traditional types of menu and state the key difference between them. (3mks)
- ii. List the points to consider when purchasing flatware and cutlery for a foodservice organization.
(4mks)
- c i. Discuss the characteristics of service in relation to marketing.
(5mks)
- ii. What is the purchasing system expected to determine?
(7mks)

- 4a. Define Human Resource Management
(2½mks)
- b i. Itemize the Employment Procedure.
(2mks)
- ii. Discuss the five (5) types of training
(20½mks)

- 5a. List the styles of service
(4½mks)
- b. Discuss the following service types and state the merits and demerits of each.
- i. Family service
(8mks)
- ii. Gueridon service
(12½mks)

- 6a. List and explain the operating ratios
(14½mks)
- b. Below are the operating figures of Oyewole's Restaurant

	N
Food sales:	30, 000
Opening inventory	2,000
Purchases	10,000
Staff meals:	2, 400
Closing inventory	1,000
Salaries	3,500

Calculate:

- i. Cost of Goods sold
- ii. Food Cost %
- iii. Labour Cost %

iv. Prime Cost

(10½mks)