



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14/16, AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF MANAGEMENT SCIENCES  
SECOND SEMESTER EXAMINATION**

**COURSE CODE: HCM 303**

**CREDIT**

**UNITS: 2**

**COURSE TITLE: FOOD SERVICE AND PROFESSIONALISM**

**ALLOWED: 2hrs**

**Instructions: 1. Attempt question number one (1) and any other two (2).**

**2. Question number 1 is compulsory and carries 30 marks while the other 2 questions carry 20 marks each.**

**3. Present all your points in coherent and orderly manner**

- 1a.
  - i. Explain the two main segments of the food service operation and give at least three examples of each.
  - ii. What are the activities of the food cycle and what is the purchasing system expected to determine?
- b.
  - i. Define the term 'menu' and state the primary function of a menu.
  - ii. List the two traditional types of menu and state their key characteristics.
- c. List and briefly explain the styles of service.
- 2a. Discuss the factors to consider in menu planning.
- b. What are the characteristics of service in relation to marketing?
- 3a. List the points to consider when purchasing flatware and cutlery for a foodservice organization.
- b. Discuss the use of disposables in food service operations.
- 4a. What is Human Resource Management?
- bi. Itemize the Employment procedure.
- ii. Discuss Training
- 5a. What are operating ratios?
- b. Below are the operating figures of Wazobia Restaurant

Food sales:  
Opening inventory  
Purchases

15,000  
1,000  
5,000

**₦**

Staff meals:  
Closing inventory  
Salaries

1, 200  
1, 000  
3,500

Calculate:

- i. Cost of Goods Sold
- ii. Food Cost %
- iii. Labour cost %

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