



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF MANAGEMENT SCIENCES  
OCTOBER 2013 EXAMINATION**

**COURSE CODE: HCM 303**

**CREDIT UNIT: 2**

**COURSE TITLE: Food Service and Professionalism**

**TIME 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 questions carry equal marks each**

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

- 1ai. 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?
- b. Discuss the factors to consider in menu planning.
  
- 2ai. Itemize the Employment procedure.
- ii. Discuss Training
- b. What is Human Resource Management?
  
- 3a. Discuss Family service stating its merits and demerits
- b. List the points to consider when planning outdoor catering
- c. Explain the following terms:
  - i. Maitred'hotel
  - ii. Room service
  - iii. Hollow ware
  - iv. Tableware

- v. Flatware
- vi. Cover
- vii. Cutlery
- viii. Mis en place
- ix. Accompaniments

4a. Discuss operating ratios?

b. Below are the operating figures of Wazobia Restaurant

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Food sales:	50, 000.00
Opening inventory	5,000.00
Purchases	10,000.00
Staff meals:	3, 200.00
Closing inventory	2, 000.00
Salaries	12,500.00

Calculate:

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

5a. i. Define the term 'menu' and state the primary functions of a menu.

ii. List the two traditional types of menu and state their key characteristics.

b. Discuss the characteristics of service in relation to marketing.

c. What is the purchasing system expected to determine?