



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH/APRIL 2014 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**

1a. Explain the two main segments of the food service operation and give at least three examples of each.

b. Discuss the types of food and beverage stores in the hotels

c. List the points to consider when planning outdoor catering

d. Explain the following terms:

Accompaniments

Tableware

Mis en place

Flatware

Cover

Hollow ware

Room service

Maitred'hotel

Cutlery

2a. Discuss the characteristics of service in relation to marketing.

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. What is the purchasing system expected to determine?

3a. Discuss the following and state the merits and demerits:

i. Gueridon service

ii. Family service

b. What are the activities of the food cycle?

4a. i. Discuss Training

ii. Itemize the Employment procedure.

b. What is Human Resource Management?

5a. Discuss operating ratios?

b. Below are the operating figures of Wazobia Restaurant

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Food sales:	100, 000.00
Opening inventory	10,000.00
Purchases	20,000.00
Staff meals:	6, 400.00
Closing inventory	4, 000.00
Salaries	25,000.00

Calculate:

- i. Cost of goods sold
- ii. Food cost and food cost %
- iii. Labour cost and labour cost %