**NATIONAL OPEN UNIVERSITY OF NIGERIA**
**DEPARTMENT OF AGRICULTURAL ECONOMICS AND EXTENSION**
**FACULTY OF AGRICULTURAL SCIENCES**
**2021_2 EXAMINATION**

**COURSE TITLE:    FOOD SERVICE AND PROFESSIONALISM**
**COURSE CODE:    HCM 303**
**TIME:                2**
**INSTRUCTIONS:    Answer Question one which is compulsory (25 marks) and any other three each carry (15 marks).**

Q1a.    Identify the essential component of the hospitality industry? (4 mks)

Q1b.    Describe how a hospitality marketer can  meet the demand of customers? (6mks)

Q1c.    What are the main involvements of food service management operations? (4 mks)

Q1d.    Define food service operation in relation to the hospitality industry? (6 mks

Q1e.    State five challenge of food service workers in the food service organizations?  (5 mks)


Q2a.    Explain the two (2) procedures of Purchasing Specification? (9 mks)

Q2b.    Identify and explain any 3 sources of purchasing in the hospitality Industry (6 mks))


Q3a.    Explain how prime location can be an important factor to consider in opening a restaurant   (5 mks)

Q3b.    With aid of a chart illustrate the points that can influence the decision of a location? (4 mks)

Q3c.    Explain the importance of Personal & Environmental hygiene among food and beverage employee? (6 mks)


Q4a.    What is menu? (3 mks)

Q4b.    Enumerate the 3 primary functions of a menu?         (3 mks)

Q4c.    Identify the 2 traditional types of 'menu' and give difference between the 2? (4 mks)

Q4d.    Outline five  key features/characteristics of the types of a menu? (5 mks)

Q5a.    Define mise-en-place? (5 mks)

Q5b.    Give mise – en- place procedure for laying table laying table? (5 mks)

Q5c.    Explain the procedure for table laying (5 mks

Q6a.   What are the Responsibilities of the Human Resources Manager? (3 mks)

Q6b.   Explain briefly any four of the following:

    i.       Job description

    ii.      Recruitment and  selection

    iii.     Orientation

    iv.     Performance appraisal

    v.      Compensation

    vi.     Equal Employment opportunity (EEO)        (12marks)