



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja
Faculty Agricultural Sciences

First Semester POP Exam Question, 2019

Course Title: Food Services and Professionalism

Course Code: HCM 303

Credit Unit: 2

Total Score: 70 Marks

Time Allowed: 2 Hours

INSTRUCTION:

Answer Compulsory question 1 (25marks) and any other 3 questions (15marks each)

- 1 a. What do you understand by menu? 3 mks
b. Mention: (i) the four (4) areas of food service operation 4 mks
(ii) five (5) challenges of food service 5 mks
c. Itemize and discuss the two (2) major segments of the food service organizations. 9½ mks
d. List three types of food services known to you 4½ mks
2. a. Discuss the properties that facilitate the presentation of food 10mks
b. List five (5) responsibilities of the restaurant manager 5mks
- 3a. Discuss how purchasing is done in the hospitality industry. 10mks
b. Mention five (5) areas food service operation covers 5mks
- 4a. State three storing and issuing functions 6mks
b. List and discuss any three (3) of the legal aspects of hotel business 9mks
- 5 a. List three types of food and beverage stores 4½ mks
b. In one sentence, state what constitute a successful food and beverage service 3mks
c. Discuss any three main aspects which make up the physical environment and atmosphere of restaurants and other eateries 7 ½ mks
6. Discuss any three (3) of the following:
 - a. What the food service in a hotel depends on
 - b. Job description
 - c. Post service procedure
 - d. Harassment
 - e. Dish washing15mks