



NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF AGRICULTURAL SCIENCES
SECOND SEMESTER EXAMINATION
JANUARY/FEBRUARY, 2018

Course Title: Food Service and Professionalism

Course Code: HCM 303

Credit Unit: 2

Total Score: 70Marks

Time Allowed: 2 Hours

INSTRUCTION:

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

- 1a i. What is the purchasing system expected to determine? (7mks)
ii. List the points to consider when purchasing flatware and cutlery for a foodservice organization (4mks)
- b i. Define the term 'menu' and state the primary functions of a menu. (4mks)
ii. Mention the two (2) traditional types of menu and state the key difference between them. (3mks)
- c i. Discuss the characteristics of service in relation to marketing (5mks)
ii. List the properties that facilitate the presentation of food (2mks)
- 2a. Define the following terms:
i. Mis- en- place'
ii. A 'cover'
iii. Accompaniments
iv. Hallow-ware
v. Room service
(5mks)
- b .Discuss the three basic food and beverage stores in hotels. (10mks)
- 3a. Itemize the Employment Procedure (2mks)
b. Define Human Resource Management (2½mks)
c. Discuss any three (3) types of training (10½mks)
4. List and discuss the legal aspects of hotel business (15mks)
- 5a. Define and itemize the operating ratios (3½mks)
b. Below are the operating figures of Zainab's Restaurant
- | | N |
|-------------------|----------|
| Food sales: | 120, 000 |
| Opening inventory | 8,000 |

Purchases	40,000
Staff meals:	9, 600
Closing inventory	6,000
Salaries	14,000

Calculate:

- i. Cost of Goods sold
- ii. Food Cost %
- iii. Labour Cost %
- iv. Prime Cost

(11½mks)

6a. List the styles of service (4½mks)

b. Discuss the following service types and state the merits and demerits of each.

- i. Family service
- ii. Gueridon service

(10½mks)