



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja

Faculty of Agricultural Sciences

Dept. of Agricultural Economics and Extension,
PoP Examination Questions, 2021 Academic Session¹²³⁴⁵

Course Title: Food Service and Professionalism

Course code: HCM 303

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: 2 Hrs

INSTRUCTION: Answer 3 Questions Only

QUESTION ONE

- 1a. List the four areas that food service operations cover in a hotel (6 marks)
- 1b. Explain three factors in which the internal organization of food service in a hotel depends (6 marks)
- 1c. State three expectations of customers at food service operations (6 marks)
- 1d. State the rules of engagement for lease agreement for restaurants (6 marks)

QUESTION TWO

- 2a. State the factors that internal organization of food service will depend on in a hotel (8 marks)
- 2b. Explain the term Human Resources Management and two major responsibilities of human resource manager (6 marks)
- 2c. State three important areas that insurance ought to cover food service operation (3 marks)
- 2d. Itemize the main aspects which make up the physical environment and atmosphere of the restaurants and other eateries (6 marks)

QUESTION THREE

- 3a. State the five types of eating establishments (5 marks)
- 3b. Explain the three roles of balance sheet for a restaurant (3 marks)
- 3c. State four things to considered when purchasing flat ware and cutlery for a food service organization (7 marks)
- 3d. Explain four advantages of playing music for customers (8 marks)

QUESTION FOUR

- 4a. List five types of restaurants using menu characteristics and operational features (7 marks)
- 4b. Explain the usefulness of staff duty roster (8 marks)
- 4c. Explain the term job description and state its relevance in an establishment (8 marks)