

**UNIVERSITY OF KWAZULU-NATAL**  
**SCHOOL OF AGRICULTURAL, EARTH AND ENVIRONMENTAL SCIENCES**  
**DISCIPLINE OF DIETETICS AND HUMAN NUTRITION**  
**EXAMINATION: NOVEMBER 2014**  
**SUBJECT, COURSE & CODE: FOOD SERVICE MANAGEMENT 711-PY**  
**FOOD SERVICE MANAGEMENT INTERNSHIP**

**DURATION: 3 HOURS**

**TOTAL MARKS: 130**

**External Examiner: Ms. H. Grobbelaar**

**Internal Examiner: Mrs S.M. Kassier**

**INSTRUCTIONS:**

1. This paper consists of two (3) pages AND one Annexure. Please ensure that you have them all.
2. All questions are compulsory.
3. Start each question on a new page
4. Answer each sub question in the correct sequence e.g. 4.1, followed by 4.2 etc.

**QUESTION ONE**

**TOTAL 25 MARKS**

A food service company has just been awarded a contract at a private hospital where previously the catering was done by the hospital. As a private practicing dietitian, you have been asked to assess the existing light diet (see attached Annexure). Answer the questions that follow based on the light diet you are given.

- 1.1 Evaluate the menu and identify TEN menu items not suitable for inclusion in a light diet. Make recommendations for an alternative menu item that can be served to replace the inappropriate ones. TABULATE YOUR ANSWER AS FOLLOWS IN YOUR ANSWER BOOK:

<b>Unsuitable menu item</b>	<b>Recommended change</b>

(20 x ½ = 10)

- 1.2 It was explained to you that problem areas in the existing light diet were related to the fact that staff were not always sure what to order and issue. Identify FOUR aspects of the existing menu that can be addressed in order to assist staff with orders and issues. (4 x ½ = 2)

- 1.3 Identify FOUR menu items that are expensive and suggest more affordable alternatives. TABULATE YOUR ANSWER AS FOLLOWS IN YOUR ANSWER BOOK:

<b>Expensive menu item</b>	<b>Affordable alternative</b>

(2 x 4 = 8)

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- 1.4 You plan on conducting a training session for chefs in terms of the preparation and cooking methods that are appropriate for use in a light diet. Outline the information you will include in your training session. (5)

**QUESTION TWO**

**TOTAL 30 MARKS**

You have been employed as the food service manager for a catering company that manages the food service establishment at a large co-ed high school with boarding facilities for both male and female scholars. Unfortunately you are experiencing numerous HR-related problems as well as complaints regarding the food. Describe how you will go about (i) investigating; and (ii) solving the following problem areas.

- 2.1 Staff being late for work. (open question) (10)
- 2.2 Scholar complaints regarding the menu. (open question) (10)
- 2.3 Conflict between the chef and one of the cooks. (open question) (10)

**QUESTION THREE**

**TOTAL 15 MARKS**

As the training dietitian for a large food service company, you are running an induction programme for newly recruited food service managers on the importance of having personnel files as well as the documentation that should be kept in a staff file. Provide an overview of what you will include in your induction course regarding staff files.

**QUESTION FOUR**

**TOTAL 19 MARKS**

You have been asked to assist an architect who is designing the kitchen for a new private hospital. Indicate the advice you will give him/her regarding the following aspects:

- 4.1 Considerations for drawing up the floor plan (7)
- 4.2 Choice of wall finishes (6)
- 4.3 Choice of floor finishes (6)

**QUESTION FIVE**

**TOTAL 41 MARKS**

- 5.1 You are about to implement HACCP in a food service where it has never been implemented before. Formulate a solution to show how you would go about convincing staff that introducing this system would be beneficial from an efficacy and effectiveness perspective. (10)

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- 5.2 In order to illustrate the application of HACCP in a food service environment, use the production of baked custard from the basic ingredients of milk, eggs and sugar to facilitate your answer.

(31)