

QP CODE 2073577101

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# DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – JUNE 2024

Semester: VII

357 FP 71 FOOD SERVICE FACILITIES & MANAGEMENT

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) Briefly describe at least four (4) common types of catering establishments found in Zambia. (10 Marks)
- b) Ms. Mulenga has just completed her Diploma in Food Production and she would like to start running her own business. However, she has limited funds. Discuss the type of catering you would recommend her to establish in the interim. (5 Marks)
- c) Describe the main distinguishing features between the commercial and non-commercial catering segments. (5 Marks)
2. a) Provide an overview of the responsibilities of a manager. (10 Marks)
- b) Describe three (3) tools which a manager may utilize in an organization. (10 Marks)
3. a) Highlight and discuss four (4) strategies a catering organization can utilize in order to maximize profits. (10 Marks)
- b) Describe 5 key factors which are responsible for quantity food production. (5 Marks)
- c) Deliberate the importance of quality production. (5 Marks)
4. a) Describe four (4) commonly used fuels in Zambian restaurants. (10 Marks)
- b) Distinguish between the use of electricity and the use of solar as cooking fuels in Zambia in terms of advantages and disadvantages for a catering establishment. (10 Marks)
5. a) State and discuss with examples of four (4) major quantity food equipment commonly used in the catering industry. (10 Marks)
- b) Discuss in detail restaurant equipment categories based on weight or size. (10 Marks)

6.
  - a) State and discuss in detail the type of food service system which has embraced technological innovations and the design of sophisticated food service equipment. **(10 Marks)**
  - b) Explain the drawbacks of the Conventional Food Service System. **(5 Marks)**
  - c) Describe the food service/convenience food system which is characterized by the use of minimal cooking concepts. **(5 Marks)**
7.
  - a) State and discuss four (4) key factors which are more likely to affect the planning of meals in an all-female and all adult home. **(10 Marks)**
  - b) Briefly explain at least three (3) key principles you would factor in when planning a meal for a school feeding program. **(10 Marks)**