



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**Faculty of Agricultural Sciences**  
**Department of Agricultural Economics and Extension**  
**2020 \_2 Examination**

**Course Title:** Food Service and Professionalism  
**Course Code:** HCM303  
**Credit Unit:** 2  
**Total Score:** 70 Marks  
**Time Allowed:** 2 ½ hrs

**INSTRUCTION: Answer compulsory question 1 (25 marks) and any other 3 questions (15marks each).**

- Q1i Identify the meaning, scope and characteristics of Hospitality Industry? **(5 marks)**  
Q1ii. Outline the ways used by hospitality marketers in meeting the demand of their customers? **(3marks)**  
Q1iii. Discuss the two types of food service typology? **(16marks)**  
Q1iv. Identify the main involvements of food service management operations? **(1mark)**
- Q2i. Examine the functions of food service operation in the hospitality industry? **(9marks)**  
Q2ii. Discuss the challenge of food service employees in the food service organizations? **(4marks)**  
Q2iii. Outline any 4 responsibilities of restaurant manager? **(2marks)**
- Q3i. Discuss the Functions of menu in food service industry? **(5marks)**  
Q3ii. Differentiate between the features of the 2 traditional types of 'menu'? **(7marks)**  
Q3iii. Discuss any 3 points that must be considered in planning outdoor catering? **(3marks)**
- Q4i. Outline the characteristic nature of the Hospitality Industry? **(5marks)**  
Q4ii. Discuss any five (5) factors that constitute good service quality in the food service sector? **(5marks)**
- Q5i. Discuss the purpose of performance appraisal in employees' rewards & motivation **(5marks)**  
Q5ii. Examine the need for different types of training in hospitality organizations? **(10 marks)**
- Q6i. Write short notes on any 3 of the following operating ratios? **(6 marks)**  
Q6ii. Discuss the following types of financing business? **(6 marks)**  
Q6iii. Describe how restaurant organizations build customer loyalty? **(3marks)**