

Graduate Exit Survey
Food Service Management
Sam Houston State University
College of Humanities and Social Sciences
Department of Family & Consumer Sciences

SECTION V: SUBJECT MATTER -FOOD SERVICE MANAGEMENT

TRUE/FALSE

DIRECTIONS: If the statement is TRUE, write the word TRUE in the blank to the left of the item. If the statement is FALSE, write the word FALSE in the blank to the left of the item.

- _____ 1. When completely broken down in the body, a gram of carbohydrates provides 9 kcals.
- _____ 2. When completely broken down in the body, a gram of fat provides 4 kcals.
- _____ 3. When completely broken down in the body, a gram of protein provides 11 kcals.
- _____ 4. Vitamin C is a fat soluble vitamin.
- _____ 5. In order to control food costs, the meal manager must make an earning budget.
- _____ 6. In order to prepare a successful food budget, the meal manager must consider the needs and wants of the family.
- _____ 7. The food stamp program is administered by the FDA.
- _____ 8. Cost control is the meal eater's responsibility.
- _____ 9. An accurate sale and expense record enables the meal manager to analyze current spending patterns and make any indicated changes.
- _____ 10. The company supplies budget guidance through its Consumer Price Index, food plans at four spending levels, annual urban family budgets, and the Cooperative Extension Service.
- _____ 11. Budgeting and systematic shopping efforts must be augmented by cost control measures in food preparation.
- _____ 12. Budget-aware planning cannot include dishes which supply adequate amounts of proteins and other essential nutrients.
- _____ 13. A wise meal manager can extend small amounts of animal proteins by mixing them with green leafy lentils/beans/grains.
- _____ 14. A cost conscious meal manager will also employ money-wise procedures in the kitchen.

MULTIPLE CHOICE

DIRECTIONS: In the blank to the left of each item, write the capital letter which corresponds to the one answer.

- _____ 15. Which three types of heat transfer mechanisms are in operation in a conventional oven during cooking?
- A. conduction, convection and radiation
 - B. conduction, evaporation and irradiation
 - C. irradiation, conduction and convection
 - D. Irradiation, conduction, and combustion
- _____ 16. An animal polysaccharide composed of glucose is:
- A. fiber.
 - B. dextrin.
 - C. glycogen.
 - D. enzyme.
- _____ 17. Hydrogenation is a process which makes unsaturated fats
- A. more solid.
 - B. more unsaturated.
 - C. more resistant to oxidation.
 - D. B and C.
- _____ 18. Which of the following represents proper sequence of events in the dimensions of food management planning?
- A. methods, procedures, policies, goals and objectives
 - B. goals and objectives, policies, procedures, methods
 - C. policies, objectives, procedures, goals, methods
 - D. methods, procedures, policies, objectives, goals
- _____ 19. In a modern food service facility an ingredient room should be located
- A. between the washing machine and the dining areas.
 - B. between the freezer and the refrigerator.
 - C. between storage and production areas.
 - D. between the oven and storage areas.
- _____ 20. The most common and effective mean of personnel selection is
- A. referral by a friend or relative.
 - B. personal interview for the selection after careful review of the resume.
 - C. "gut feelings" after careful review of the resume.
 - D. personal interview with or without careful review of the job application.

21. Circle 9 essential amino acids from the list of amino acids and other words given below:

Glycine Glynine Threonine Threotine Alanine Alianine
Histodine

Serine Serinine Leucine Leuucine Valine Vialine
Tyrothine

Tyrosine Tyronine Tirasine Tryptophan Cystesiene Proline
Glutamic Acid

Histidine Cystine Arginine Methionine Aspartic Acid Asparagine

Glutamine Isoleucine Lysine Phenylalaquine Phenylalanine

- _____ 22. Women have the responsibility for child in _____ of known human societies.
- A. a little less than half
 - B. about half
 - C. most
 - D. all
- _____ 23. When resolving a conflict, it is essential to clearly identify the nature of the
- A. satisfaction involved.
 - B. deprivation involved.
 - C. both A and B.
 - D. neither A nor B.
- _____ 24. Quality out-of-home care for children is _____ for working-class single parents thus causing stress for the family.
- A. usually available
 - B. often too expensive
 - C. never available
 - D. none of the above; working-class parents do not use out-of-home care for children.
- _____ 25. Mr. and Mrs. Leroy Brown bought a tricycle for their 22 month old Roger. It was labeled for "age 3 and up" but they ignored the warning. It tipped over, and Roger broke an arm. Is it ethical for the Browns to sue the manufacturer?
- A. Yes, because the bike was proven inherently unsafe for a child to use.
 - B. Yes, because the child is a minor and courts will always uphold minors' rights in products safety cases.
 - C. No, because the item was clearly labeled for a specific age, and the parents ignored the warning.
 - D. No, because the person to sue is the retailer, who is absolutely liable for the sale
 - E. of products which cause injury.

- _____ 26. A rational customer may prefer to consistently buy some brand-name products because
- they will vary less in quality than other products.
 - there is less variance in design and model type over time.
 - information costs are lower than on non-brand products.
 - all of the above are legitimate reasons for a rational consumer to consistently buy brand-name products.
- _____ 27. Consumers can get loans on their life insurance policies if
- their credit rating is good.
 - they intend to use the money for durable goods.
 - they are willing to pay above average interest rate.
 - the policy has a cash value.

SHORT ESSAY

DIRECTIONS: Please write your answers on the separate sheets provided.

28. Different objects feel different in the temperature to the touch. You are placed in a cool room with the following objects
- metal surface
 - wooden surface
 - glass surface
 - woolen skirt.
- List these objects in ascending order of coolness. Explain why these objects feel different in temperature to you.
29. Identify the following material and list three uses in household equipment after reading the listed characteristics.
- hard and durable
 - high tensile strength
 - resistant to corrosion
 - easy to clean
 - poor conductor of heat
 - highly polished surface will water spot if not dried properly
 - can be given satin or brushed finish.
30. The Brown family bought an automatic dishwasher for \$300 and financed it at 18%. The Jones family paid \$310 for the same brand of dishwasher but financed it for 15%. Illustrate and explain who got the better deal.
31. Explain in one short paragraph how Parkinson's Law relates to time and task.
32. Communication is a learned behavior, in no more than four sentences, state how effective communication contributes to an understanding in family decision making and management.

33. Enumerate (10) characteristics of a lecture presentation.
34. Discuss in a paragraph (5) criteria for judging presentation plan.

ESSAY QUESTIONS

DIRECTIONS: Please write your answers on the separate sheets provided.

35. Briefly describe (4) cooking methods in which liquid is used as a cooking medium.
36. Describe (5) types of menus commonly used in various foodservice establishments.
37. Discuss briefly the construction and design of a foodservice facility.
38. Discuss briefly the preparation of roux, white sauce, bechamel sauce, and brown sauce.