

Exam

Name\_\_\_\_\_

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 1) The American Society for Hospital Foodservice Administration and the national society for Healthcare Foodservice Management merged to become the Association of Healthcare Foodservice. 1) \_\_\_\_\_

Answer: ☒ True False

Diff: 0 Type: TF

- 2) The Academy of Nutrition and Dietetics was formerly known as the American Dietetic Association. 2) \_\_\_\_\_

Answer: ☒ True False

Diff: 0 Type: TF

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 3) School foodservice is categorized as part of the \_\_\_\_\_ segment of the industry. 3) \_\_\_\_\_

Answer: on-site (or institutional)

Diff: 0 Type: SA

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 4) Decision making, communication, and balance are referred to as \_\_\_\_\_ within the foodservice systems model. 4) \_\_\_\_\_

A) linking processes

B) functional subsystems

C) controls

D) coordinating elements

Answer: A

Diff: 0 Type: MC

- 5) Procurement, production, safety/sanitation/maintenance, and distribution/service are \_\_\_\_\_ in the foodservice systems model. 5) \_\_\_\_\_

A) controls

B) linking processes

C) functional subsystems

D) inputs

Answer: C

Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 6) Transformation is the part of the foodservice system that involves changing inputs to outputs. 6) \_\_\_\_\_

Answer: ☒ True False

Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 7) A franchisor is one who: 7) \_\_\_\_\_  
A) contracts with another to run a restaurant.  
B) grants the right to another to market the company's concepts.  
C) partners with distributors to reduce costs of foodservice operations.  
D) is granted a company franchise.

Answer: B

Diff: 0 Type: MC

- 8) The policies and procedures of a foodservice operation are part of \_\_\_\_\_ in the foodservice systems model. 8) \_\_\_\_\_  
A) transformation B) control C) input D) output

Answer: B

Diff: 0 Type: MC

- 9) Providing room service in a hospital and having higher patient satisfaction scores than other hospitals in the region is an example of \_\_\_\_\_. 9) \_\_\_\_\_  
A) competitive advantage B) environmental scanning  
C) system transformation D) synergy

Answer: A

Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 10) Permeability of boundaries is a characteristic of an open system. 10) \_\_\_\_\_  
Answer: ☒ True False

Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 11) ARAMARK Corporation is an example of a \_\_\_\_\_. 11) \_\_\_\_\_  
A) self-operation B) franchise  
C) contract company D) partnership

Answer: C

Diff: 0 Type: MC

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 12) The type of senior care that includes apartment-style accommodations where assistance with daily living is provided is termed \_\_\_\_\_. 12) \_\_\_\_\_

Answer: assisted living

Diff: 0 Type: SA

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 13) An example of an input to the foodservice system is \_\_\_\_\_. 13) \_\_\_\_\_  
A) budgets B) human resources  
C) meals D) production

Answer: B

Diff: 0 Type: MC

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 14) \_\_\_\_\_ is defined as the ability to meet the needs of today without compromising the ability of future generations to meet their needs. 14) \_\_\_\_\_

Answer: Sustainability

Diff: 0 Type: SA

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 15) Which of the following hotel foodservice options is the most labor intensive? 15) \_\_\_\_\_  
A) lobby coffee cart B) room service  
C) casual dining restaurant D) fine dining restaurant

Answer: D

Diff: 0 Type: MC

- 16) Having the same or similar outputs from using different inputs is termed \_\_\_\_\_. 16) \_\_\_\_\_  
A) interdependency B) dynamic equilibrium  
C) synergy D) equifinality

Answer: D

Diff: 0 Type: MC

- 17) Which of the following is a characteristic of a subsystem? 17) \_\_\_\_\_  
A) It contains a suprasystem within it.  
B) It is independent of any other system.  
C) It is higher in the hierarchical order than is a system.  
D) It is a complete system in itself.

Answer: D

Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 18) Procurement, production, safety/sanitation/maintenance, and distribution/service are part of transformation in the foodservice systems model. 18) \_\_\_\_\_

Answer: ☒ True False

Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 19) Self-operation means: 19) \_\_\_\_\_  
A) the manager or supervisor is responsible for preparing the food to be served.  
B) employees complete the work without a manager being present.  
C) a single manager is hired to oversee the foodservice operation.  
D) the manager is an employee of the company in which the foodservice is located.

Answer: D

Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 20) Foodservice managers who sign the Healthy Food in Healthcare Pledge are committing themselves to more sustainable purchasing practices. 20) \_\_\_\_\_

Answer: ☒ True ☐ False  
Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 21) The basic model of a system contains which three components? 21) \_\_\_\_\_  
A) memory, functional subsystems, and linking processes  
B) human, physical, and operational resources  
C) inputs, transformation, and outputs  
D) controls, feedback, and environment

Answer: C  
Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 22) An open system has interrelated parts; interrelated parts are not part of a closed system. 22) \_\_\_\_\_

Answer: ☐ True ☒ False  
Diff: 0 Type: TF

- 23) Foodservice equipment and space are included as inputs in the foodservice systems model. 23) \_\_\_\_\_

Answer: ☒ True ☐ False  
Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 24) The term, \_\_\_\_\_, is used to describe the phenomenon that parts of an organization acting together may have greater impact than the impact each has separately. 24) \_\_\_\_\_  
A) synergy B) equifinality  
C) dynamic equilibrium D) control

Answer: A  
Diff: 0 Type: MC

- 25) A system is a: 25) \_\_\_\_\_  
A) framework of loosely organized ideas.  
B) collection of interrelated parts.  
C) model of a real situation.

Answer: B  
Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 26) The menu is an input in the foodservice systems model. 26) \_\_\_\_\_

Answer: ☐ True ☒ False  
Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 27) Which of the following would not be considered a sustainable practice? 27) \_\_\_\_\_  
A) allowing customers to use a refillable cup B) purchasing EnergyStar equipment  
C) recycling aluminum foil D) practicing green washing

Answer: D

Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 28) One of the characteristics of an entrepreneur is an enjoyment of taking uncalculated risks. 28) \_\_\_\_\_

Answer: True ☒ False

Diff: 0 Type: TF

- 29) A quick service restaurant is a retail business with primary emphasis on providing the public a convenient location to quickly purchase from a wide array of consumable products. 29) \_\_\_\_\_

Answer: True ☒ False

Diff: 0 Type: TF

- 30) Hospital foodservice directors expect to do more multidepartment management in the future. 30) \_\_\_\_\_

Answer: ☒ True False

Diff: 0 Type: TF

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 31) Management functions, functional subsystems, and linking processes are part of the \_\_\_\_\_ portion of the foodservice systems model. 31) \_\_\_\_\_  
A) control B) input C) transformation D) output

Answer: C

Diff: 0 Type: MC

- 32) The area of interdependency between two subsystems is referred to as the \_\_\_\_\_. 32) \_\_\_\_\_  
A) interface B) core  
C) linking processes D) boundary

Answer: A

Diff: 0 Type: MC

- 33) A primary reason to open a business as a sole proprietorship instead of forming a corporation for business ownership is that: 33) \_\_\_\_\_  
A) finding managers is easier in a sole proprietorship.  
B) a sole proprietorship provides limited liability for the owner.  
C) it is easier to obtain bank and small business loan funding as a sole proprietorship.  
D) a sole proprietorship avoids double taxation of the owner and business.

Answer: D

Diff: 0 Type: MC

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 34) The professional organization representing dietetics professionals with a mission of leading the future of dietetics is the \_\_\_\_\_. 34) \_\_\_\_\_

Answer: Academy of Nutrition and Dietetics

Diff: 0 Type: SA

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 35) Managed care is a process impacting primarily the \_\_\_\_\_ industry. 35) \_\_\_\_\_  
A) correctional foodservice B) healthcare foodservice  
C) quick-service restaurant D) school foodservice

Answer: B

Diff: 0 Type: MC

- 36) A kiosk convenience store would have which of the following characteristics? 36) \_\_\_\_\_  
A) It would be small, usually less than 800 square feet.  
B) It would offer a wide variety of options, usually including groceries and a fast-food outlet.  
C) It would be large, usually more than 4,000 square feet.  
D) It would sell a variety of grocery products.

Answer: A

Diff: 0 Type: MC

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 37) Synergy is the ability of an open system to continuously respond and adapt to its environment. 37) \_\_\_\_\_

Answer: True ☒ False

Diff: 0 Type: TF

Answer Key  
Testname: CH1

- 1) TRUE  
Diff: 0    Page Ref:  
Topic:
- 2) TRUE  
Diff: 0    Page Ref:  
Topic:
- 3) on-site (or institutional)  
Diff: 0    Page Ref:  
Topic:
- 4) A  
Diff: 0    Page Ref:  
Topic:
- 5) C  
Diff: 0    Page Ref:  
Topic:
- 6) TRUE  
Diff: 0    Page Ref:  
Topic:
- 7) B  
Diff: 0    Page Ref:  
Topic:
- 8) B  
Diff: 0    Page Ref:  
Topic:
- 9) A  
Diff: 0    Page Ref:  
Topic:
- 10) TRUE  
Diff: 0    Page Ref:  
Topic:
- 11) C  
Diff: 0    Page Ref:  
Topic:
- 12) assisted living  
Diff: 0    Page Ref:  
Topic:
- 13) B  
Diff: 0    Page Ref:  
Topic:
- 14) Sustainability  
Diff: 0    Page Ref:  
Topic:
- 15) D  
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Topic:
- 16) D  
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Topic:

Answer Key  
Testname: CH1

- 17) D  
Diff: 0 Page Ref:  
Topic:
- 18) TRUE  
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Topic:
- 19) D  
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- 20) TRUE  
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- 21) C  
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- 22) FALSE  
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- 23) TRUE  
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- 24) A  
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- 25) B  
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- 26) FALSE  
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- 27) D  
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- 28) FALSE  
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- 29) FALSE  
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- 30) TRUE  
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- 31) C  
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- 32) A  
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## Answer Key

Testname: CH1

33) D

Diff: 0 Page Ref:

Topic:

34) Academy of Nutrition and Dietetics

Diff: 0 Page Ref:

Topic:

35) B

Diff: 0 Page Ref:

Topic:

36) A

Diff: 0 Page Ref:

Topic:

37) FALSE

Diff: 0 Page Ref:

Topic: