Chapter 1 Systems Approach to a Foodservice Organization

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

1) A system is a

A) model of a real situation.

B) collection of interrelated parts.

C) framework of loosely organized ideas.

2) The basic model of a system contains which three components?

A) inputs, transformation, and outputs

B) controls, feedback, and environment

C) memory, functional subsystems, and linking processes

D) human, physical, and operational resources

3) An example of an input to the foodservice system is

A) human resources.

B) budgets.

C) meals.

D) production.

4) The policies and procedures of a foodservice operation are part of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in   
 the foodservice systems model.

A) control

B) input

C) transformation

D) output

5) 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.

A) dynamic equilibrium

B) equifinality

C) synergy

D) control

6) Having the same or similar outputs from using different inputs is termed   
 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A) dynamic equilibrium

B) equifinality

C) synergy

D) interdependency

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7) The area of interdependency between two subsystems is referred to as the   
 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A) boundary

B) interface

C) core

D) linking processes

8) Which of the following is a characteristic of a subsystem?

A) It is a complete system in itself.

B) It is independent of any other system.

C) It contains a suprasystem within it.

D) It is higher in the hierarchical order than is a system.

9) Management functions, functional subsystems, and linking processes are part of the   
 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ portion of the foodservice systems model.

A) input

B) transformation

C) output

D) control

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

A) linking processes

B) controls

C) coordinating elements

D) functional subsystems

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

A) inputs

B) functional subsystems

C) linking processes

D) controls

12) A franchisor is one who

A) is granted a company franchise.

B) grants the right to another to market the company’s concepts.

C) contracts with another to run a restaurant.

D) partners with distributors to reduce costs of foodservice operations.

13) A kiosk convenience store would have which of the following characteristics?

A) It would sell a variety of grocery products.

B) It would be large, usually more than 4,000 square feet.

C) It would offer a wide variety of options, usually including groceries and a fast-  
 food outlet.

D) It would be small, usually less than 800 square feet.

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14) Which of the following hotel foodservice options is the most labor intensive?

A) casual dining restaurant

B) lobby coffee cart

C) fine dining restaurant

D) room service

15) Providing room service in a hospital and having higher patient satisfaction scores than   
 other hospitals in the region is an example of

A) environmental scanning.

B) system transformation.

C) competitive advantage.

D) synergy.

16) Managed care is a process impacting primarily the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ industry.

A) quick-service restaurant

B) correctional foodservice

C) school foodservice

D) healthcare foodservice

17) ARAMARK Corporation is an example of a

A) self-operation.

B) franchise.

C) partnership.

D) contract company.

18) Which of the following would not be considered a sustainable practice?

A) recycling aluminum foil.

B) purchasing EnergyStar equipment.

C) practicing green washing.

D) allowing customers to use a refillable cup.

19) A primary reason to open a business as a sole proprietorship instead of forming a   
 corporation for business ownership is that:

A) a sole proprietorship provides limited liability for the owner.

B) it is easier to obtain bank and small business loan funding as a sole proprietorship.

C) finding managers is easier in a sole proprietorship

D) a sole proprietorship avoids double taxation of the owner and business.

20) Self-operation means:

A) the manager or supervisor is responsible for preparing the food to be served.

B) the manager is an employee of the company in which the foodservice is located.

C) a single manager is hired to oversee the foodservice operation.

D) employees complete the work without a manager being present.

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21) Examining trends in the foodservice industry is an example of what component of   
 strategic planning?

A) Evaluation of outcomes

B) Monitoring the environment

C) Completing an organizational assessment

D) Thinking strategically

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.

23) Transformation is the part of the foodservice system that involves changing inputs to   
 outputs.

24) Synergy is the ability of an open system to continuously respond and adapt to its   
 environment.

25) Foodservice equipment and space are included as inputs in the foodservice systems   
 model.

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

27) The menu is an input in the foodservice systems model.

28) 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) The strategic management process includes analysis, implementation, and evaluation.

30) A foodservice operation using a differentiation strategy would sell their products at a   
 lower price than competitors to differentiate themselves in the market place.

31) Hospital foodservice directors expect to do more multidepartment management in the   
 future.

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

33) One of the characteristics of an entrepreneur is an enjoyment of taking uncalculated   
 risks.

34) Permeability of boundaries is a characteristic of an open system.

35) LEED certification is an occupational safety requirement for foodservice operations.

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

37). The Academy of Nutrition and Dietetics was formerly known as the American Dietetic   
 Association.