***Foodservice Organizations: A Managerial and Systems Approach, 10e* (Gregoire)**

**Chapter 1 Systems Approach to a Foodservice Organization**

1) A system is a:

A) framework of loosely organized ideas.

B) model of a real situation.

C) collection of interrelated parts.

Answer: C

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

A) controls, feedback, and environment

B) inputs, transformation, and outputs

C) human, physical, and operational resources

D) memory, functional subsystems, and linking processes

Answer: B

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

A) human resources

B) production

C) meals

D) budgets

Answer: A

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

A) control

B) transformation

C) output

D) input

Answer: A

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) synergy

B) dynamic equilibrium

C) control

D) equifinality

Answer: A

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

A) dynamic equilibrium

B) interdependency

C) equifinality

D) synergy

Answer: C

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

A) linking processes

B) core

C) interface

D) boundary

Answer: C

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

A) It contains a suprasystem within it.

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

C) It is a complete system in itself.

D) It is independent of any other system.

Answer: C

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

A) input

B) output

C) transformation

D) control

Answer: C

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

A) controls

B) functional subsystems

C) linking processes

D) coordinating elements

Answer: C

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

A) linking processes

B) controls

C) functional subsystems

D) inputs

Answer: C

12) A franchisor is one who:

A) is granted a company franchise.

B) contracts with another to run a restaurant.

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

D) grants the right to another to market the company's concepts.

Answer: D

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

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

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

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

D) It would sell a variety of grocery products.

Answer: B

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

A) casual dining restaurant

B) room service

C) fine dining restaurant

D) lobby coffee cart

Answer: B

15) Ordering and paying for food at a counter is characteristic of what type of foodservice operation?

A) themed restaurant

B) skilled care nursing home

C) quick service restaurant

D) cruise ship dining

Answer: C

16) USDA's Team Nutrition program impacts primarily the \_\_\_\_\_\_\_\_ industry.

A) healthcare foodservice

B) quick-service restaurant

C) correctional foodservice

D) school foodservice

Answer: D

17) ARAMARK Corporation is an example of a \_\_\_\_\_\_\_\_.

A) contract company

B) partnership

C) franchise

D) self-operation

Answer: A

18) Which of the following is typically not a reason for contracting foodservice operations?

A) current operation is not well managed

B) company wants to downsize its labor force

C) low employee morale

D) need for capital to renovate facilities and update equipment

Answer: C

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

A) finding managers is easier in a sole proprietorship.

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

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

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

Answer: C

20) Self-operation means:

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

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

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

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

Answer: A

21) Entrepreneurs tend to have which of the following characteristics?

A) are unorganized

B) enjoy taking calculated risks

C) have a low tolerance for ambiguity

D) prefer to have others in control

Answer: B

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

Answer: FALSE

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

Answer: TRUE

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

Answer: FALSE

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

Answer: TRUE

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

Answer: TRUE

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

Answer: FALSE

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.

Answer: FALSE

29) Food served to inmates in correctional facilities must meet standard dietary guidelines and menus must be approved by a registered dietitian nutritionist.

Answer: TRUE

30) Congregate care is a senior living, apartment-style environment where assistance with daily activities is provided.

Answer: FALSE

31) One of the characteristics of entrepreneurs is that they are unorganized.

Answer: FALSE

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

Answer: TRUE

33) In a sole proprietorship, there is limited personal liability for the owner.

Answer: FALSE

34) The Association of Nutrition and Foodservice Professionals provides support for foodservice managers working with older adults.

Answer: TRUE

35) More than half of America's preschool children are in child care during the day.

Answer: TRUE

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

Answer: on-site (or institutional)

37) The professional organization representing nutrition and dietetics professionals with a mission of leading the future of nutrition and dietetics is the \_\_\_\_\_\_\_\_.

Answer: Academy of Nutrition and Dietetics

38) The type of older adult care that provides 24-hour nursing care is termed \_\_\_\_\_\_\_\_.

Answer: skilled nursing

39) \_\_\_\_\_\_\_\_ restaurants provide waited table service for customers.

Answer: Full-service