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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(HOSPITALITY MANAGEMENT)
KHM 2107 FOOD, QUALITY SAFETY AND HYGIENE

Date: 12th August 2024
Time: 11.30am-1.30pm

INSTRUCTIONS TO CANDIDATES:

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

CASE STUDY

KFC FOOD SAFETY CASE

KFC restaurants have recently encountered a string of food safety and hygiene concerns, prominently highlighted by a reported case of food poisoning affecting multiple customers. Following an investigation into the incident, it was determined that cross-contamination and improper food handling practices were significant contributing factors. These issues have sparked public concern and scrutiny, prompting KFC to reassess and reinforce its food safety protocols across all locations. In response to the incident, the company has implemented stricter sanitation procedures and intensified staff training on food handling and hygiene practices. KFC management has also engaged in transparent communication with the public, acknowledging the lapse in safety protocols and expressing commitment to preventing future occurrences. The incident underscores the critical importance of rigorous food safety standards in the food service industry and serves as a cautionary tale for other establishments to prioritize and maintain strict adherence to hygiene protocols to safeguard customer health and trust.

Using the above KFC Restaurants case study;

- a) Define "food safety" and "hygiene" from your own understanding of the above case study (2 marks)
- b) Explain the importance of "food safety" and "hygiene" in KFC restaurant (4 marks)
- c) Identify and discuss three key elements of food safety and hygiene that should be implemented in KFC restaurants to prevent such incidents (6 marks)
- d) Explain the three main types of contamination that could occur in KFC (6 marks)
- e) Highlight the main features of cross-contamination and suggest three preventive measures that KFC should adopt to avoid it (6 marks)
- f) Describe the various points during food processing where contamination might occur. Provide specific scenarios related to the operations at KFC (6 marks)

QUESTION TWO (20 MARKS)

- a) Explain four different risks and hazards that are commonly encountered in the food industry (8 marks)
- b) Explain the concept of Hazard Analysis Critical Control Points (HACCP) and discuss its relevance in managing food safety in restaurants (8 marks)
- c) Describe the steps involved in implementing a Food Safety Management System (FSMS) in a fast-food restaurant like KFC (4 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the different types of contamination that can affect food during processing (6 marks)
- b) Explain using examples how improper cleaning of food can lead to contamination. (8 marks)
- c) Evaluate the importance of regular training for food handlers in ensuring food safety and hygiene in restaurants (6 marks)

QUESTION FOUR (20 MARKS)

- a) Describe the main elements of food safety and hygiene and their role in preventing foodborne illnesses (6 marks)
- b) Explain the significance of maintaining proper hygiene standards in a food processing environment (6 marks)
- c) Discuss the challenges faced by fast-food restaurants in maintaining food safety standards and suggest possible solutions (8 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss any three food borne illness that would be the result of poor food safety in restaurants (6 marks)
- b) Identify and describe three preventive measures that can be taken to reduce the risk of cross-contamination in a fast-food restaurant (8 marks)
- c) Briefly explain any six features of a safe food surface contact (6 marks)