Fill in the blanks.

1. An essential piece of delivery equipment needed for a commissary foodservice operation is a ___________________.

Circle A if the statement is true; circle B (false) if the statement is false.

2. Electric tray delivery carts with heating and cooling units use less energy to operate than passive temperature maintenance equipment.
   A. True          B. False

3. Assembly is the fitting together of prepared menu items to complete an entire meal unit ready for the consumer.
   A. True          B. False

Multiple choice: Circle the best answer to the following questions.

4. The majority of residents at a large, multi-wing nursing home prefer to have their mid-day meal served between 11:30 and 12:30 (many are not ambulatory). In this situation it might be most appropriate to use which type of service system?
   A. decentralized
   B. centralized bulk
   C. centralized tray
   D. cafeteria style
   E. over-the-counter

5. The primary cost advantage of centralized warewashing with a decentralized service system is that:
   A. soiled and clean dishes do not need to be transported
   B. it eliminates the need for duplication of equipment
   C. it is energy efficient
   D. quality control can be closely supervised

6. Give a specific example for each of the following assembly/delivery styles, plus one advantage and one disadvantage for each:

<table>
<thead>
<tr>
<th>Assembly Style</th>
<th>Example</th>
<th>Advantage</th>
<th>Disadvantage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centralized assembly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Decentralized assembly</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7. Give a specific example for three of the following service styles (i.e. either give a specific example of the style or indicate how and where it would be used):

Self service:

Wait service:

Centralized tray service:

Decentralized tray service:

Portable service:

8. Two goals for delivery and service include __________________________ and __________________________.

9. What is meant by “service recovery”?

Extra question:

What is meant by MTO? _______________________

FYI:

For table settings, the amount of space allotted to each guest or customer is referred to as the cover. Typical allowances for guest cover range from 24 inches to 36 inches; the typical set line is one inch from the edge of the table.