

Lesson 1, Meal Service and Menu Style, Chapter 1, Quiz

- 1) When making changes in dining services, the Certified Dietary Manager must remember the implementation must first be:
 - a. Driven by the rules and regulations pertaining to sanitary conditions in the dining room
 - b. Driven by the number of staff the foodservice department has been budgeted to have
 - c. Driven by client food and dining preferences
 - d. Driven by the need to stay under the food budget
- 2) A trayline type of meal delivery service is more commonly found in which type of operation?
 - a. A retirement community
 - b. An assisted living facility
 - c. A college dining room
 - d. A hospital
- 3) The difference between centralized and decentralized meal service is:
 - a. In centralized meal service, food is delivered portioned on trays from one kitchen location
 - b. In decentralized meal service, food is delivered portioned on trays from one central location
 - c. A centralized meal service is where food is prepared close to the client in a nearby floor galley
 - d. In centralized meal service, food is distributed to other locations for finishing and service
- 4) The time between dinner/supper and breakfast may not be more than how many hours?
 - a. 8
 - b. 14
 - c. 16
 - d. 18
- 5) Rethermalization describes:
 - a. The operation of cooling food quickly
 - b. The operation of cooking food for later service
 - c. The operation of heating prepared food from a cold state just before service
 - d. The operation of transporting bulk food to the dining room
- 6) When there is a problem with the timing of meal delivery, who should review the system for solutions to the problem?
 - a. Nursing assistants and foodservice staff as they are responsible for the delivery of meals
 - b. Certified Dietary Manager and the nursing supervisor as they will have to implement any changes that are to be made

- c. Charge nurse when they are responsible for the delivery of meals
 - d. Administrator as they are responsible for overall operation of the facility
- 7) Nursing assistants often deliver trays because one of the tasks when delivering trays maybe:
- a. Helping the client with feeding
 - b. Knowing the correct diet
 - c. Taking the temperature of the food at the service point
 - d. Adding the appropriate garnish
- 8) Which of the following would be considered a form of room service?
- a. Meals served tableside in the assisted living facilities
 - b. Menus selected by the client served from a traditional trayline and served at defined times
 - c. Meals served from a traditional trayline in the dining room of a long-term care facility
 - d. Menus selected by staff and served bedside in a hospital
- 9) Delays in meal delivery most often result in:
- a. The Certified Dietary Manager and nursing supervisor being written up
 - b. Clients choosing another facility
 - c. Clients becoming ill
 - d. Complaints of cold food and poor food quality
- 10) In the new language for Culture Change, what replaces the word "bib?"
- a. The person's name
 - b. Clothing protector
 - c. Feeder
 - d. Drip cloth
- 11) When foodservice staff is delivering trays, which of the following should the staff member do first?
- a. Verify that the tray is reaching the right client
 - b. Be alert to any diet changes that have occurred
 - c. Assist the client with opening food packages
 - d. Assist the client with feeding
- 12) The primary advantage of offering a selective menu is:
- a. Decrease in labor cost
 - b. Decrease in food cost
 - c. Enhance client quality of life and care
 - d. Nutritional adequacy is assured
- 13) The Certified Dietary Manager has been getting comments from clients on one unit that the food is delivered cold. What should the Certified Dietary Manager do?
- a. Immediately write a policy for serving hot food

- b. Turn the hot carts on all units to the highest possible temperature of operation
 - c. Discipline the foodservice staff on the unit that is complaining
 - d. Monitor the tray turnaround time for that unit
- 14) A client using a selective menu insists on ordering food that is not on her diet. What should the Certified Dietary Manager do?
- a. Gently remind the client that the food is restricted on the diet; if the client insists, honor the request and document it
 - b. Remark the menu for the client, out of sight of the client
 - c. Serve the non-selective menu that meets the client's diet and document the reason
 - d. Serve a smaller portion of the requested food and document the request and response
- 15) Healthcare now includes which of the following categories?
- a. School Foodservice
 - b. Continuous Care Retirement Communities
 - c. Corrections
 - d. Restaurant Business Management
- 16) Which of the following types of service would need to be implemented in a facility adopting a culture change?
- a. Nonselective menu
 - b. Selective menu
 - c. Tray service
 - d. Centralized meal
- 17) When a selective menu was introduced, many clients did not order enough food. What should the Certified Dietary Manager do?
- a. Train staff to confront the client and explain that they need to select more items
 - b. Refer the issue to the Registered Dietitian Nutritionist
 - c. Train staff to make suggestions that are appropriate for the diet
 - d. Remark the selective diet sheet with appropriate food selections
- 18) What would be an appropriate substitution if a client refuses broccoli?
- a. Cauliflower
 - b. Sugar snap pea pods
 - c. Wax beans
 - d. Coleslaw
- 19) A facility has a nonselective menu. The protein for the noon meal is broiled cod. Several clients dislike seafood. What should staff be instructed to serve?
- a. Double servings of the vegetable
 - b. A soup and sandwich in place of the complete meal
 - c. The menu as it is written
 - d. The protein substitute for the day

20) Developing a cycle menu in less than seven-day increments can prevent:

- a. Ordering more food than necessary
- b. Day of the week meal repetition
- c. Weekly repetition
- d. Overproduction of food

21) A selective menu may need to be adjusted for:

- a. Consistency of foods
- b. Nothing, because the purpose is to not have to adjust the menu
- c. Condiment choices
- d. The addition of extra foods