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**KOLEJ YAYASAN PELAJARAN JOHOR  
ONLINE FINAL EXAMINATION**

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**COURSE NAME : FOODSERVICE OPERATION**  
**COURSE CODE : DCA3153**  
**EXAMINATION : NOVEMBER 2020**  
**DURATION : 6 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **FOUR(4)**:
  - PART A (20 Marks)
  - PART B (20 Marks)
  - PART C (40 Marks)
  - PART D (20 Marks)
2. Please refer to the detailed instructions in this question paper.
3. Students are allowed to refer to resources such as lecture notes, books, internet or any other relevant resources.
4. Answer ALL questions in the answer sheet which is A4 size paper and worksheet additional (Appendix 1)
5. Write your details as follows in the upper left corner for each answer sheet:
  - i. Student Full Name
  - ii. Identification Card (I/C) No.
  - iii. Class Section
  - iv. Course Code
  - v. Course Name
  - vi. Lecturer Name
6. Each answer sheet must have a page number written at the bottom right corner.
7. Answers should be handwritten, neat and clear.

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**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

*This examination paper consists of **12** printed pages including front page*

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**PART A**

This part contains of **TWENTY (20)** questions.

Answer ALL in Answer Sheet.

1. How many types of foodservice segmentations in foodservice industry?
  - A 2
  - B 3
  - C 4
  - D 5
  
2. What are the examples of commercial foodservice in foodservice segmentations?
  - A Hospital, cafe, hotel.
  - B Restaurant, supermarket.
  - C School, universities, cafeterias.
  - D Military installation, camps, café.
  
3. What is the other name of noncommercial foodservice?
  - A Onsite foodservice
  - B Offsite foodservice.
  - C Industrial foodservice.
  - D Quick service foodservice.
  
4. What is the definition of family value marketing?
  - A Pricing to appeal to family budget.
  - B Selling and/ or delivering food to other setellites.
  - C Prepare for partially prepared foods to take home.
  - D Restaurant design where the kitchen maybe viewed by the diners.

5. Where is the first well-run kitchen are located?
- A India.
  - B China.
  - C Europe.
  - D America.
6. What is the top challenges facing the industry in the coming years?
- i. Labor costs
  - ii. Competition
  - iii. Nutritional status
  - iv. Multiple branding
- A i, ii
  - B i, iii
  - C ii, iv
  - D i, ii, iii
7. What are the examples of Quick Service restaurant?
- A Fast food and fine dining.
  - B Ethnic restaurant and cafeteria.
  - C Family restaurant, fast food and cafeterias.
  - D Fast food, cafeterias, buffets and carryout restaurant.
8. How many types of catering that involved in foodservice industry?
- A 2
  - B 3
  - C 4
  - D 5

9. A full-service restaurant is a restaurant in which customers are seated at a table and then the server will be served food to them. What are the examples of full-service restaurant that have in foodservice industry?
- A Fine dining restaurant, cafeterias.
  - B Casual dining, fast food restaurant.
  - C Ethnic restaurant, buffets, cafererias.
  - D Fine dining restaurant, casual dining.
10. What is the example of mobile catering?
- A Food Truck.
  - B Industrial catering.
  - C On premise catering.
  - D Hotel and club foodservice.
11. How many major types of foodservice system that involved in foodservice nowadays?
- A 2
  - B 3
  - C 4
  - D 5
12. Which type of system involved in fast food outlet like KFC?
- A Commissary.
  - B Conventional.
  - C Assembly/serve.
  - D Ready prepared (cook chill/cook freeze).
13. What is an example of an ouput?
- A Soft roll for a bakery.
  - B Paper for a book publisher.
  - C Fresh tomatoes for a saucer.
  - D Vegetables seed for a farmer.

14. Which statement is the best describe about Off-premises foodservice?
- A Takes place at the caterer's place.
  - B Held exclusively within the caterer's own facilities.
  - C Usually involved feeding a small number of people at one time.
  - D Transports all of the food, serving products and personnel to a location other than the building of facility where the food is prepared.
15. What is the definition of Conventional foodservice system?
- A Also known as kitchen less kitchen.
  - B Also known as a central production kitchen.
  - C Raw food are purchased, prepared on site, and serve soon after preparation.
  - D Food are prepared on the premises, then chilled or frozen and stored for reheating at a later time.
16. What is the example of an inputs that involved in foodservice system?
- A Money.
  - B Customers.
  - C Profit and loss.
  - D Foods and beverages.
17. What is the definition of Sous Vide?
- A A method of instant cooking to maintain their texture.
  - B Electronic inventory management including handled barcoden scanner.
  - C A method of cooking food in plastic bag at lower temperature to reduce food cost and improve flavor.
  - D Faster cooking equipment including a combi oven that can bake up to 32 loaves of bread at 10 minutes.
18. How many types of manager envolved in foodservice industry?
- A 2
  - B 3
  - C 4
  - D 5

19. What is the primary responsibility of Top Manager?

- A To facilitate activities at the technical level.
- B To coordinate activities that implement policies of the organization.
- C Most important workers in the organization because they are producing menu items and serving customers.
- D Most focus on creating a vision for the future of the foodservice organization by developing a change strategy.

20. What is the other name of First Line Managers?

- A CEO.
- B Supervisor.
- C Middle Managers.
- D Head Of Department.

**[20 MARKS]**

**PART B**

This part contains **TWENTY (20)** questions.

Answer ALL in Answer Sheet.

System philosophy or thinking	Carryout restaurant	Commissary
Cook/chill method	Inputs	Mission and vision
Single use menu	Truth-in-menu Legislation	Family restaurant
Ethnic Restaurant	Heart	System
Assembly serve	Memory	Human skills
Display cooking	Authority	Off premises catering
Power	Political	Menu
Convenience	Foodservice	Customer

1. \_\_\_\_\_ is defined an establishment where food is regularly served outside the home.
2. Kitchen also identified as the \_\_\_\_\_ of the food production.
3. \_\_\_\_\_ is food production method in which food is prepared and cooked then chilled and refrigerated for use at later time.
4. \_\_\_\_\_ is refered to restaurant that design where the kitchen maybe viewed by the diners.
5. Catering is often done for business events and social events that devide by two which are on premises catering and \_\_\_\_\_.
6. Examples of \_\_\_\_\_ are including Italian, Chinese, Ethopian, Indian, Japanese and Thai.

7. Casual dining is the example of full-service restaurant, there are three types of casual dining which is \_\_\_\_\_, single item restaurant, and ethnic restaurant.
8. Quick service restaurant provide customers with \_\_\_\_\_, speed and basic service at lower price.
9. \_\_\_\_\_ is restaurant that specialize in preparing food for customer to take with them to eat home or elsewhere.
10. \_\_\_\_\_ is a central production kitchen or food factory with centralized food purchasing and delivery to off-site facilities to final preparation.
11. \_\_\_\_\_ is the record of past performance that assist in improving future effectiveness.
12. The way of thinking about phenomena in terms of the whole, including parts, components, or subsystems, with emphasis on their relationships are the definition of \_\_\_\_\_.
13. A \_\_\_\_\_ is a set of interdependent parts that work together to achieve a common goal.
14. Money, raw materials, time, equipment, energy (utilities), facilities, and personnel together with necessary information in to the system are example of an \_\_\_\_\_.
15. \_\_\_\_\_ is the deligation from top to lower levels of management and the rights of managers to direct others and take action because of the position.
16. \_\_\_\_\_ that is the skills concern working with people and understanding their behavior.



17. A \_\_\_\_\_ is a detailed list of food items that may be offered at restaurant or served in hospital.
18. \_\_\_\_\_ is the menu that planned for certain day or event and not repeated in exactly the same form.
19. Giving misleading names to menu items is unfair to the customer and is illegal where \_\_\_\_\_ has been enacted.
20. An external factor need to be taken into consideration when planning menus are \_\_\_\_\_, social and economic in nature.

**[20 MARKS]**

**PART C**

This part contains **FIVE (5)** questions.

Answer ALL questions in Answer Sheet.

**QUESTION 1**

Discover **two (2)** advantages and disadvantages of conventional in foodservice system.

(4marks)

**QUESTION 2**

Printed menu refers to the medium on which the menu presents the food selection to the restaurant's customer. As a manager of a restaurant, classify the **three (3)** important elements of the printed menu that need to be involved during planning the menu card.

(6 marks)

**QUESTION 3**

As a purchasing manager of hotel, you need to manage expenses while creating profit for your company to ensure your company will run smoothly without facing any losses.

- a. State the definition of purchasing.

(2 marks)

- b. Flow of purchasing activities is important to recognize the flow in sequence of all activities in purchasing. Illustrate the basic flow of purchasing activities that need to be applied during purchase of an item.

(8 marks)

**QUESTION 4**

Catering is a multifaceted segment of the foodservice industry that involved the task of planning, organizing and controlling. There are three segment of catering which are commercial catering, noncommercial catering and military segment.

- a. List **four (4)** examples of off premises catering.

(4 Marks)

- b. Sarah open up her own catering that operated at her home. What are the **three (3)** elements of home-based catering that need to discover for her catering business?

(6 Marks)

**QUESTION 5**

Lina work as a supervisor at restaurant, the production scheduling is vital to her company to ensure that all the task can arrange and the product will produce within the allocated time.

- a. Define the meaning of production scheduling.

(2 marks)

- b. Help Lina to choose the **two (2)** types of cooking method that can used at restaurant and give the only **three (3)** examples for each method to support your answer.

(8 Marks)

**[40 MARKS]****PART D**

This part contains only **ONE (1)** question.

Answer the question in Worksheet Additional (Appendix 1)

**QUESTION 1**

Menu	Number of Sold	Food Cost (RM)
Tomyam Ikan	39	5.00
Kailan Telur Masin	43	4.50
Udang Masak kari	15	3.00
Kerabu Pucuk Ubi	25	3.50
Sup Tulang	35	6.00
Sayur Campur	10	4.00
Ais Batu Jagung	35	3.00
Goreng Pisang "Cheese"	20	9.00

(Table 1)

Table 1 shows the number of menu items sold and selling price of listed menu at Kaseh Café for the month of January 2019. Using menu engineering method to analyze the performance of the competing menu items, you would like to gain the insight of each menu item and offered suggestions for menu future improvement. To achieve such objectives, you must:

- a) Prepare and complete menu analysis work sheet. Please note that food cost percentage for Kaseh Café is 30%. Use the worksheet given  
(Appendix 1) (16 marks)

- b) From your findings, offer suggestion to improve profits or performances of each of the competing menu item
- i) Star
  - ii) Plowhorse
  - iii) Puzzle
  - iv) Dog
- (4 marks)

**[20 MARKS]****END OF QUESTION PAPER**