



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

**COURSE NAME : FOODSERVICE OPERATION/
CATERING SERVICE OPERATION**

COURSE CODE : DCA 3153/ DCA2133

EXAMINATION : JANUARY 2023

DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **FOUR(4)** parts:
 - PART A (20 Marks)
 - PART B (20 Marks)
 - PART C (40 Marks)
 - PART D (20 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. Question Paper
 - ii. Objective Answer Paper
 - iii. Answer Booklet
 - iv. Worksheet Additional (Appendix 1)

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

*This examination paper consists of **13** printed pages including front page*

PART A

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

Answer ALL in Objective Answer Paper.

1. Choose the best service for cafeterias.
 - A Self-service.
 - B Tray service.
 - C Table service.
 - D Counter service.

2. What are the examples of Casual Dining Restaurant?
 - A Fast food and fine dining.
 - B Ethnic restaurant and cafeteria.
 - C Family restaurant and single item restaurant.
 - D Fast food, cafeterias, buffets and carryout restaurant.

3. Providing customers with convenience, speed, and basic services at a lower cost. Give examples of a restaurant that uses this type of restaurant in commercial food service based on this statement.
 - 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.

4. Saujana Golf and Country Club is categorized a?
 - A Food truck.
 - B Industrial catering.
 - C On-premise catering.
 - D Hotel and club food service.

5. Which statement is the best to describe about on-premises catering?
- A Takes place outside of the caterer's facilities.
 - 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 the facility where the food is prepared.
6. Nuha's Seafood Restaurant only sells a variety of seafood as a special meal and does not offer any other foods. What kind of restaurant concept does this restaurant provide to its customers?
- A Family Restaurant.
 - B Fine Dining Restaurant.
 - C Single Item Restaurant.
 - D Special Item Restaurant.
7. A full-service restaurant is a restaurant in which customers are seated at a table and then the server will served food to them. What are the examples of full-service restaurants in food service industry?
- A Fine dining restaurant, cafeterias.
 - B Casual dining, fast food restaurant.
 - C Ethnic restaurant, buffets, cafererias.
 - D Fine dining restaurant, casual dining.
8. Mee Tarik Warisan specializes in making mee tarik and wanton. What type of restaurant did Mee Tarik Warisan provide to their customers?
- A Family Restaurant.
 - B Ethnic Restaurant.
 - C Single Item Restaurant.
 - D Special Item Restaurant.

9. Encik Razi and his family were dining at a Marry Brown in Ipoh while on holiday. They serve themselves by taking food from the counter table and bringing it to their table. Which services are implicated in this situation?
- A Self-service.
 - B Tray service.
 - C Table service.
 - D Buffet service.
10. Eylia Catering only offers food and service to their customers, and the event is held exclusively at their own dining hall on their premises. What kind of catering does Eylia Catering provide to her customers?
- A Club Catering.
 - B Private Catering.
 - C On-Premise Catering.
 - D Off-Premise Catering.
11. All meals ordered by a customer will be delivered immediately by Secret Recipe's staff at the Kota Tinggi outlet and can be served hot or cold. Find out what kind of food service system this outlet has in place at this restaurant.
- A Commissary.
 - B Conventional.
 - C Assembly serve.
 - D Ready prepared.
12. Mr Park established the restaurant with the goal of providing the highest quality of service, ingredients, and atmosphere at his restaurant. Based on this statement, what type of restaurant is chosen for this situation?
- A Buffet Restaurant.
 - B Carryout Restaurant.
 - C Fast Food Restaurant.
 - D Fine Dining Restaurant.

13. After finishing her SPM, Anis worked as a kitchen assistant at Sekolah Kebangsaan Lasamana for several months. What kind of food service segmentation does Sekolah Kebangsaan Lasamana offers to its students?
- A Commercial.
 - B Non-commercial / On site.
 - C Military and event catering.
 - D Industrial catering, Airline catering and school.
14. Choose the best service for a fine dining restaurant.
- A. Self-service.
 - B. Tray service.
 - C. Table service.
 - D. Counter service.
15. Below are the types of catering, **EXCEPT**
- A. Indoor catering and outdoor catering.
 - B. Commissary catering and conventional catering.
 - C. On-Premises Catering and Off-Premises Catering.
 - D. Commercial catering and non-commercial catering.
16. What is the time span between the completion of production and the start of service for the food factory?
- A Limited time.
 - B No on premises preparation.
 - C Can be limited time follow the situation.
 - D Early preparation, portioning, cooking with bulk and long-time preparation.

17. What is the degree of meal pre-assembly prior to service for Brahim's Airline Catering?
- A Delivered immediately to the customer.
 - B Immediately and temperature must be controlled.
 - C Immediately to the customer or can hold for a certain time.
 - D Used blast chiller and freezer to maintain the quality of food.
18. How many catering segments are available in food service today?
- A 2
 - B 3
 - C 4
 - D 5
19. Below are the examples of input, **EXCEPT**
- A Money and time.
 - B Money and energy.
 - C Finished goods and services.
 - D Raw materials and information.
20. What kind of systems can supervisors use in their operations when using the special method for problem-solving and decision-making?
- A Open system.
 - B System analysis.
 - C System management.
 - D System philosophy or thinking.

[20 MARKS]

PART B

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

Answer ALL questions in Answering Booklet.

system	customer satisfaction	objectives	output	input
subsystem	opportunities	authority	obligation	Operation
Accountability	vision	supervising	figurehead role	top managerial
Feedback	conventional system	Ready prepared system	commissary system	assembly/serve

1. A _____ is a set of interdependent parts that works together to achieve a common goal.
2. System philosophy or thinking about phenomena in terms of the whole including parts, components or _____ with emphasis on their relationships.
3. Money, raw materials, time equipment, energy (utilities), facilities and personnel together with necessary information into the system. This statement refers to _____.
4. _____ is a work that is performed to transform the inputs (such as raw materials) into output such as finished products.
5. _____ can be received from a customer about their comment or satisfaction after the organization runs the business in a variety of ways.
6. Raw food is purchased, prepared on-site and served soon after preparation. This term describes about _____.
7. _____, foods are prepared on premises then chilled or frozen and stored for use at some later time.

8. A kitchen that produced a lot of food products to pack and send to its outlet is known as _____.
9. Also known as the "kitchen less kitchen" fully prepared food is purchased, stored, assembled, heated and served. This statement refers to _____ food service system.
10. A food service system is an integrated program in which the procurement, preparation, service of food, equipment, method and personnel required to accomplish this objective are fully coordinated for optimum _____.
11. Management has been defined as the process whereby unrelated resources are integrated into a total system for the accomplishment of _____ that has been set up.
12. Management is a part of the transformation process, turning input into _____.
13. A manager is unpredictable and full of challenges, but it also filled with _____ to make a difference or changes.
14. Delegation from top to lower levels of management and the right of the manager to direct others and take action because of the position. This statement defines the term for _____.
15. Responsibility is an obligation to perform an assigned activity or _____ that is someone agrees and accepts it.
16. _____ is a state of being responsible to oneself, to some organization or even to the public.
17. The level of manager might be different based on the size of the organization. Most organization has first-line, middle and _____ levels.

18. As a top manager, they must focus on creating a _____ for the future of the food service organization by developing a change strategy.
19. First-line or first level managers generally are responsible for _____ employee.
20. The _____ has been described by some management expert as the representational responsibility of management since he or she has interpersonal roles.

[20 MARKS]

PART C

This part consist of **TEN (10)** questions.

Answer ALL questions in Answering Booklet.

QUESTION 1

Analyze and explain only **TWO (2)** current food service trends that will have an impact on food service design.

(4 marks)

QUESTION 2

a. Identify **FOUR (4)** variations on methods of purchasing in procurement.

(2 marks)

b. Classify and explain the **TWO (2)** make or buy product selection decisions during procurement.

(4 marks)

QUESTION 3

Classify only **FOUR (4)** arrangements for the salad unit's area.

(2 marks)

QUESTION 4

Discover **TWO (2)** serious effects if a restaurant facing the problem of overproduction.

(4 marks)

QUESTION 5

Relate (**FOUR**) **4** criteria to ensure efficient use of time, equipment and space in order to plan for efficient production.

(4 marks)

QUESTION 6

Forecasting is the art of estimating events in the future and the need or demand for food in future events. Thus, it is strongly related to Ingredient control in the production of food service systems.

- a. Explain in a brief **TWO (2)** reasons for forecasting.

(2 marks)

- b. Describe **TWO (2)** primary functions of the ingredient room

(2 marks)

QUESTION 7

Give a definition of the specifications that a buyer must inform the supplier in a purchase order.

(2 marks)

QUESTION 8

- a. Produce a sample a standardized recipe that includes (**FOUR**) **4** most important information that must be available in a proper standardized recipe.

(4 marks)

- b. Identify **TWO (2)** advantages of using the standardized recipe.

(2 marks)

QUESTION 9

A system is a set of interdependent parts that works together to achieve a common goal. Construct the diagram of flow a system model.

(4 marks)

QUESTION 10

a. Describe **TWO (2)** primary responsibilities of the Middle manager.
(2 marks)

b. Distinguish between effective and ineffective management in the food service industry.
(2 marks)

[40 MARKS]

PART D

This part contains of **ONE (1)** question

Answer ALL questions in Answering Booklet and worksheet additional at appendix 1.

QUESTION 1

Menu	Number of Sold	Food Cost (RM)
Tomyam Udang	56	5.00
Kangkung Goreng Belacan	60	2.50
Udang Goreng Tepung	58	5.00
Kerabu Betik Muda	34	1.50
Sup Ikan Merah	64	6.00
Sayur Chapchai	25	1.50

(Table 1)

Table 1 shows the number of menu items sold and the selling price the listed menu at Sofea Restaurant for the month of June 2022. By using the menu engineering method to analyze the performance of the competing menu items, you would like to gain the insight into each menu item and offered suggestions for menu future improvement. To achieve such objectives, you must:

- a) Prepare and complete the menu analysis worksheet. Please note that the food cost percentage for Sofia Restaurant is 30%. Use the worksheet given (Appendix 1)

(16 marks)

- b) From your findings, offer suggestions to improve the 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

MENU ENGINEERING WORKSHEET (APPENDIX 1)

RESTAURANT : _____

Menu Item [A]	Number of sold [B]	Menu Mix % [C]	Item Food cost [D]	Item Selling Price [E]	Item Contribution Margin [F]	Menu Cost [G]	Menu revenue [H]	Menu Contribution Margin [L]	Contribution Margin Category [P]	Menu Mix % Category [R]	Menu Classification [S]
Total	[N]					[I]	[J]	[M]			
Additional computations:											
						[K]	[O]	[Q]			

