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FINAL EXAMINATION

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COURSE	:	FOOD AND BEVERAGE MANAGEMENT
COURSE CODE	:	DHM 1043
TIME/DURATION	:	9.00 AM – 12.00 PM (3 HOURS)
DATE	:	18 OCTOBER 2015

**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **FIVE (5) PARTS**:
  - Section A (20 Marks)
  - Section B (20 Marks)
  - Section C (10 Marks)
  - Section D (40 Marks)
  - Section E (10 Marks)
  
2. Answer **ALL** questions from **Part A, B C and D**. For **Part E**, answer **ONE(1)** question **only**.
  
3. Candidates are not allowed to bring any material to examination room **EXCEPT** with the permission of invigilator.
  
4. Please make sure that all material is available during this examination session:
  - i. Question paper
  - ii. OMR form
  - iii. Answering paper

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

*This examination paper consists of 11 printed pages including front page.*

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**SECTION A (Total: 20 marks)****MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

1. \_\_\_\_\_ are fast food outlets that their main product is sandwiches.
  - A. Sandwich Bars
  - B. Brasserie
  - C. Steak House
  - D. Bistro
  
2. Which types of restaurant is not offering a Home Delivery Service
  - A. Dominos
  - B. Kenny Rogers
  - C. KFC
  - D. Mac Donalds
  
3. What is major responsibility of Food and Beverage Department?
  - A. Promoting new product and services available at hotel
  - B. Training, directing, monitoring and motivating staff
  - C. Provision of food and beverage product and service catering
  - D. Prepare a sales forecasts and business-achieved reports
  
4. What is fine dining restaurant?
  - A. Establishment that offer extended beverage and variety of cocktail menu
  - B. Establishment that offer self-service method in which customers collect their own food from some form of service counter
  - C. Establishment that offer large sitting areas where customers may purchase hot beverages and cold snacks for consumption primarily in house
  - D. Establishment that offer very high standards in all aspects of service in their operation

5. What is the challenge when create a restaurant concept?
  - A. Must fits a definite target markets and intensely competitive
  - B. Must have experience in restaurant business
  - C. Already established and have own brand
  - D. Have been tested with certain target market
  
6. Why concept always failed?
  - A. The location is not suitable
  - B. Customers simply may be bored
  - C. Safety environmental issues
  - D. Political and economical problem
  
7. What is the first sequence of restaurant development?
  - A. Working blueprinted developed
  - B. Key personnel hired
  - C. Concept development
  - D. Furnishing and equipment ordered
  
8. Below are criteria of restaurant location except:
  - A. Demographics
  - B. Visibility
  - C. Accessibility
  - D. Menu
  
9. There are basically only two types of food menus:
  - A. Table d'hôte and a' la carte
  - B. Table d'hôte and cycle menu
  - C. A' la carte and cycle menu
  - D. A' la carte and buffet menu

10. What consideration should be made when planning a menu?
- A. Description of needed item
  - B. Needs and desires of guest
  - C. Follow up order
  - D. Negotiation with supplier
11. Menu design and layout have been called the \_\_\_\_\_ of the restaurant
- A. Guideline
  - B. Personal favors
  - C. Silent salespersons
  - D. Chef of the day
12. Menu balance also known as
- A. Menu presentation
  - B. Style of menu
  - C. Food description
  - D. Nutritional value
13. \_\_\_\_\_ is now generally recognized to mean all types of mixed drink
- A. Cocktails
  - B. Aperitifs
  - C. Aerated water
  - D. Squashes
14. *Cherry Brandy* is a popular type of \_\_\_\_\_
- A. Wine
  - B. Liqueurs
  - C. Syrups
  - D. Spirits

15. Which service is a method of food service in which the waiter brings customers' food to the table and places it in front of them?
- A. Buffet service
  - B. Take away service
  - C. Table service
  - D. Room service
16. Which is the magic phrase that the waiters use?
- A. It is the way you like it
  - B. Just hold on for second
  - C. Never come again
  - D. We're happy you're here.
17. What technology device is use in the front of the restaurant?
- A. POS systems
  - B. Financial reporting
  - C. Labor management
  - D. Menu management
18. Wages and salaries is the example of \_\_\_\_\_
- A. Guest Check Control
  - B. Controllable Expenses
  - C. Liquor Control
  - D. Productivity Analysis
19. *Delicate tea with a light grape flavour and known as the champagne of teas. Usually served as an afternoon or evening tea with either lemon or a little milk if preferred. Sugar may be offered separately.*  
Statement above refers to what service of tea?
- A. Earl grey
  - B. English breakfast
  - C. Darjeeling
  - D. Ceylon blend

20. \_\_\_\_\_ is an alcoholic beverage obtained through the fermentation of apple juice or a mixture of apple juice and pear juice.
- A. Beer
  - B. Malta
  - C. Wine
  - D. Cider

**SECTION B (Total: 20 marks)****TRUE OR FALSE QUESTIONS****INSTRUCTION: ANSWER ALL QUESTIONS**

Please use the OMR sheet provided.

1. In labor costs control, operator cannot hire half person, but they can hire one person part time.
2. Restaurant guest, some more than others are becoming increasingly concerned about the nutritional value of food.
3. In order to produce the desired menu items, the proper equipment must be installed in an efficient layout.
4. Restaurant personality, style of service, menu price, and management call for particular criteria in site selection.
5. Most concepts that have not been tested need some adaptation to the particular market.
6. If a restaurant is competitive, another restaurant down the street, across town or next door will take away its customers.
7. There are basically only two types of foods menus: the cycle menu and the buffet menu.
8. Table d' hote means a free choice from the menu and all dishes being prepared to order.
9. Many servers are not skilled performers in the service encounter.
10. The chef is the first and last person the guest meets at a restaurant.
11. Normally a server cannot carry more than four plates in one time.
12. The table setting should be pleasing and inviting to the guest.
13. Restaurants generally have a rule as to which side food is served to and cleared from.
14. Tables may be booked over the internet at any time by leaving a credit card as a form of deposit to secure the table.
15. Earl grey is a blend of Darjeeling and China tea flavored with oil of Bergamot.
16. The fruit of the coffee tree is known as the beans and have a round shape.
17. Latte is the espresso coffee topped with steamed frothed milk, often finished with a sprinkling of chocolate.
18. Spring water has a mineral content while mineral water has fewer regulations, apart from those concerning hygiene.
19. A true cocktail is made by one of two methods: blended or squashes.
20. Wine is the alcoholic beverage obtained from the fermentation of the juice of freshly gathered pears.



**SECTION C (Total: 10 marks)**

**FILL IN THE BLANK QUESTIONS**

**INSTRUCTION: Answer ALL questions.**

**Please use the answer booklet provided.**

Chefs	Concept Development	Front Of The House
Point Of Sale	Tea	Aerated Waters
Waiters	Controllable Expense	Back Of The House
Table D'hôte	Aperitifs	Espresso

1. A \_\_\_\_\_ is the term used to describe the expenses that can be changed in the short term.
2. Restaurant operations are split between the back and \_\_\_\_\_
3. The capability of the \_\_\_\_\_ or cooks to produce the quality and quantity of food necessary is a basic consideration in menu planning
4. \_\_\_\_\_ applies to any foodservice operation, from a hotdog stand to a luxury restaurant.
5. \_\_\_\_\_ means food from the hosts' table and may offering a small number of courses.
6. \_\_\_\_\_ system is the software that records the data of each guest order and can be programmed to provide variety of data on demand.
7. \_\_\_\_\_ is prepared from the leaf bud and top leaves of a tropical bush called camellia sinensis.
8. Traditional short strong black coffee called as \_\_\_\_\_
9. \_\_\_\_\_ are available in bottles and cans and many are also available as post-mix.
10. Bitters are used either as \_\_\_\_\_ or for flavoring mixed drinks and cocktails.

**SECTION D (Total: 40 marks)****SHORT ESSAY QUESTIONS****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**Describe **FIVE (5)** main group of non-alcoholic bar beverages

[5 marks]

**Question 2**List **FIVE (5)** types of restaurant

[5 marks]

**Question 3**Identify **SEVEN (7)** server secrets

[7 marks]

**Question 4**Identify **SIX (6)** technology used in back of the house

[6 marks]

**Question 6**Describe **THREE (3)** types of buffet service

[3 marks]

**Question 7**

List **SIX (6)** criteria for locating the restaurant

[6 marks]

**Question 8**

Identify **EIGHT (8)** considerations in menu planning

[8 marks]

**SECTION E (Total: 10 marks)****LONG ESSAY QUESTIONS****INSTRUCTION: Answer ONE (1) question only****Please use the answer booklet provided.****Question 1**

The objective in planning a restaurant is to assemble, on paper, the ideas for the restaurant that will be profitable and satisfying to the guest and operator. The formulation of these ideas is called the restaurant concept. From the time a concept is put together until the restaurant is opened, there is several sequence of events may include. **Identify step by step of restaurant development from concept to opening.**

[10 marks]

**Question 2**

In the restaurant business, you as the owner first have to know how to steal the chicken before you can stop someone else from stealing the chicken. There is so much food and beverage in a restaurant that unless management and owners exert tight control, losses will occur. **Explain briefly FIVE (5) types of control use in restaurant operation.**

[10 marks]

**END OF QUESTION PAPER**



