



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

COURSE NAME : FOODSERVICE OPERATION
COURSE CODE : DCA3153
EXAMINATION : DECEMBER 2021
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR (4)** parts: PART A (10 Marks)
PART B (10 Marks)
PART C (60 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)

Write your details as follows in the upper left corner for each answer sheet:

5.
 - 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.

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

This examination paper consists of 11 printed pages including front page

PART A

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

Answer ALL in Answer Sheet.

1. Correctional center is an example of a foodservice operation; based on this statement, what type of foodservice segmentation does this operation provide?
 - A Military.
 - B Commercial.
 - C Non-commercial.
 - D Off site foodservice.

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. Encik Adam primarily provides meals for those directly involved with patients at Hospital Sultan Ismail. Identify the type of foodservice that is involved based on this statement.
 - A Onsite foodservice.
 - B Offsite foodservice.
 - C Industrial foodservice.
 - D Quick service foodservice.

4. Daiman Pizza only sells pizza 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.

5. Provide customers with convenience, speed, and basic services at a lower cost. Give examples of a restaurant that uses this type of restaurant in commercial foodservice 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.
6. Religious orders, royal households, colleges, and inns were the most common types of organizations in medieval times where quantity food production was the rule. Where is the first well-run kitchen are located?
- A India.
 - B China.
 - C Europe.
 - D America.
7. 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.
8. As a manager, you must manage the organizational system or subsystems to ensure that the operation runs smoothly and without major issues. Based on this statement, what kind of system approach is typically used in the foodservice system?
- A Open system.
 - B System analysis.
 - C System management.
 - D System philosophy or thinking.

9. Puan Hanis is the owner of the Eylia Cafe in Bangi, which sells a variety of desserts. Its profit has increased in recent years as a result of increased customer demand. What are the top challenges that Puan Hanis will face in the coming years as a businesswoman?
- i. Labor costs
 - ii. Competition
 - iii. Nutritional status
 - iv. Multiple branding
- A i, ii
B i, iii
C ii, iv
D i, ii, iii
10. Puan Aisyah will immediately serve all meals ordered by her customer, and the food will be served either hot or cold. Discover what kind of foodservice system Puan Aisyah uses in their business.
- A Commissary.
 - B Conventional.
 - C Assembly serve.
 - D Ready prepared.

[10 MARKS]

PART B

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

Answer ALL questions in Answer Sheet.

Buffet service	On-premise catering	Function of the kitchen
Cafeteria service	Carry out restaurant	Heart
Commissary food service	Home meal replacement	Assembly serve
Cook chill method	Off-premise catering	Effectiveness
Catering	Ready prepared	Aesthetic appeal

1. Mr. Yow opened the restaurant with the concept of a small cafe, with very little seating and a limited menu. This type of restaurant is known as a _____.
2. Memory includes all past performance that aids in improving future _____, such as financial, personnel, and forecasting.
3. Encik Sulaiman typically provide food and service for a special event that involves feeding a large number of people at once. It is known as _____.
4. Typically, food factories will hire microbiologists, such as quality assurance, to ensure that the food is safe for consumers to consume. As a system, this factory uses _____.
5. Puan Huda will cook sambal nasi lemak in large quantities in their kitchen for several days. Later, the sambal will be frozen in the freezer and used as needed. This technique is known as _____.
6. The customer will take the food from the displayed table and usually serve themselves and carry their own foods to their table; this is known as _____.

7. Misnah Catering only provides food and service to their customers, and the event is held away from their location; this type of catering is known as _____.
8. In any foodservice industry, kitchen is the _____ and known as the main element in the industry; without the kitchen, the operation will not run smoothly.
9. The _____ includes food production, which means that production planning and scheduling are critical to producing high-quality food, as well as important management responsibilities.
10. Foods that must be cooked in order to improve the _____ of the raw food product by maximizing the sensory qualities of color, texture, and flavor.

[10 MARKS]

PART C

This part consists of **SIX (6)** questions.

Answer ALL questions in Answer Sheet.

QUESTION 1

Power is closely related to the concepts of leadership and authority because power influences the behavior of followers. As a manager, you must use power in order to influence others, particularly your employees, and ensure that the management runs smoothly.

- a. Justify the definition of power that a manager can apply to the foodservice industry.

(2 marks)

- b. Encik Fahim is the manager of Fahim Bistro, and the restaurant's sales have recently increased due to customer demand. He is an excellent manager, but he also has a problem with his employees. Discover only **four (4)** powers that Encik Fahim can use in their organization to influence their employees.

(8 marks)

QUESTION 2

As the owner of a restaurant, Puan Farida must set goals to ensure that her business runs smoothly without any major problems, particularly before making or buying decisions for any inputs. This is due to the fact that everything is related to the cost.

- a. Choose the best definition of buyer that will be involved in the procurement process at Puan Farida restaurant.

(2 marks)

- b. Apply **four (4)** factors need to be considered by Puan Farida before Make or Buy decision of all the equipment that she requires to renovate her kitchen.

(8 marks)

QUESTION 3

Fayyad works as a supervisor in a restaurant for several years, and production scheduling is critical to his company to ensure that all tasks are completed and the product is ready on time.

- a. Give the definition of production scheduling that Fayyad used in their restaurant.

(2 marks)

- b. Help Fayyad to choose the **two (2)** types of cooking methods that can be used at restaurant and discover the only **two (2)** examples for each method to support your answer.

(4 Marks)

- c. The production subsystem's goal is to convert input into output. Classify **two (2)** secondary objectives that can be Fayyad used during production decisions and provide an example to support your answer.

(4 Marks)

QUESTION 4

Mutiara Eylia Catering is a well-established catering that is well-known in Johor Bahru for serving delicious food and providing excellent service to customers. Catering is a diverse segment of the foodservice industry that entails planning, organizing, and controlling tasks.

- a. Clarify **four (4)** examples of off-premises catering in which Mutiara Eylia Catering may be involved.
(4 Marks)
- b. The owner's daughter of Mutiara Eylia Catering attempts to start her own catering business at her home. What are the **three (3)** elements of home-based catering that she must discover for her catering business?
(6 Marks)

QUESTION 5

When the new cafe opens, all of the facilities should be well planned and designed. Typically, the foodservice manager must be involved in the development of the design plan. Encik Ilham, the owner of Ilham Seafood, must hire a professional foodservice manager to manage her restaurant.

- a. Choose the other **two (2)** planning teams that will be involved in the planning and design of the Ilham seafood in addition to Encik Ilham as the owner of Ilham seafood.
(2 marks)
- b. Classify **four (4)** basic considerations that foodservice managers must consider when planning and designing the Ilham Seafood facility to ensure that a renovation or new construction results in the most efficient operation.
(4 marks)
- c. Discover the **four (4)** salad unit arrangement that can be considered for Ilham Seafood Restaurant.
(4 marks)

QUESTION 6

A foodservice's primary goal is to serve food that is pleasing to the customer. When planning a menu, all aspects must be considered to ensure that the entire operation runs smoothly.

- a. Find **two (2)** examples of factors that must be considered when planning a menu, and these factors cannot be changed by the owner.

(2 marks)

- b. Differentiate the **two (2)** advantages and **two (2)** disadvantages of a hospital menu that rotates every month.

(4 marks)

- c. Discover **two (2)** data points that the manager required from their customer while planning a menu.

(4 marks)

[60 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)
Sup Ayam	30	5.00
Kailan Telur Masin	41	4.50
Ikan Masak Kari	24	3.00
Kerabu Pucuk Ubi	14	3.50
Sup Ekor	42	6.00
Pecel	25	4.00
Ais Kacang	28	3.00
Goreng Pisang "Cheese"	36	3.00

(Table 1)

Table 1 shows the number of menu items sold and selling price of listed menu at Afiah Café for the month of December 2020. 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 Afiah 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