



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

COURSE NAME : FOODSERVICE OPERATION
COURSE CODE : DCA3153
EXAMINATION : JUN 2022
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR (4)**:
 - 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)
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.

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 contains **TEN (10)** questions.

Answer ALL in Answer Sheet.

1. What are the examples of commercial foodservice in foodservice segmentation?
 - A Hospital, cafe, hotel.
 - B Restaurant, supermarket.
 - C School, universities, cafeterias.
 - D Military installation, camps, café.

2. Daiman Pizza only sells pizza as a special meal and does not offer any other foods. What kind of restaurant concept does this restaurant provides to its customers?
 - A Family restaurant.
 - B Fine dining restaurant.
 - C Single item restaurant.
 - D Special item restaurant.

3. 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.

4. 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, cafeterias.
 - D Fine dining restaurant, casual dining.
5. 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.
6. 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.
7. 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.

8. Luqman is planning to open a cafe in Seremban. Which of the following kitchen functions should he consider during production?
- Hygienic catering
 - Production of food
 - An environment for economic
 - Quality and safety of food production
- A i, ii
B i, iii
C ii, iv
D i, ii, iii
9. As a cook, the most important tool for production is a standardized recipe. Which of the following is the best way to express the quality standard of food by using a standardized recipe?
- A Color, flavor and texture.
B Procedure and temperature.
C Consistency, texture and recipe yield.
D Quality standard, portion size, color and texture.
10. After finishing her SPM, Anis worked as a kitchen assistant at SK Teriang for several months. What kind of foodservice segmentation does SK Teriang offer its students?
- A Commercial.
B Non-commercial / On site.
C Military and event catering.
D Industrial catering, Airline catering and school.

[10 MARKS]

PART B

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

Answer ALL questions in Answer Sheet.

Display cooking	Heart	System
Carry out restaurant	Commercial foodservice	Fine dining restaurant
Cook Freeze Method	Burger King	Commissary
Cafeterias	Non-commercial foodservice	Feedback
Kitchen less kitchen	Quality	Open kitchen

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. McDonald's, KFC, and _____ are examples of fast food restaurants that provide quick and basic service at a low cost.
3. The type of restaurant that is typically practiced at school or university, with students carrying their own food. _____
4. Restaurant Sri Molek designed their kitchen as an open kitchen where the customer can see the entire kitchen and the cook cooking their order, which is known as _____.
5. 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.
6. Foods that must be cooked in order to improve the _____ of the raw food product by maximizing the sensory qualities of color, texture, and flavour.
7. 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 _____.

8. Customer _____ is described as criticism or praise directed at the service or food given to them.
9. 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 _____.
10. This restaurant typically employs skilled chefs and employees to provide excellent food and service to its patrons. _____

[10 MARKS]

PART C

This part contains **SIX (6)** questions.

Answer ALL questions in Answer Sheet.

QUESTION 1

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 2

Nowadays, catering is a diverse division of the foodservice industry. Puan Aisyah is the owner of Rumah Bonda Catering, which is located at the SMK Ungku Husin.

- a. Discover and define the catering segment operated by Rumah Bonda Catering

(4 marks)

- b. Choose **three (3)** on-premise catering services that Rumah Bonda Catering can use to expand their catering segment.

(6 marks)

QUESTION 3

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 4

Encik Razak has been the owner of Hyderabad Cafe for almost five years. Because of his staffs' attitude toward customers, the cafe's profits have declined in recent years.

- a. Give **four (4)** examples of punishment that Encik Razak could use to teach his workers based on this scenario.

(4 marks)

- b. As the owner, Encik Razak should understand the concept of management process in order to ensure that his employees respect him as the CEO.

Discover **three (3)** management concepts to his business in order to maximize profits.

(6 marks)

QUESTION 5

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 rotate every month.

(4 marks)

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

(4 marks)

QUESTION 6

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)

[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)
Tomato Chicken Pasta	35	7.00
Black Paper Beef Pasta	48	9.50
Lamb Chop	45	10.00
Chicken Chop	40	6.50
Grilled Chicken	38	6.00
Meat Lover Pizza	40	5.00
Fish and Fries	28	5.00
Lamb Burger	22	9.00

(Table 1)

Table 1 shows the number of menu items sold and selling price of listed menu at Saloma Café for the month of February 2021. 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 as objectives, you must:

- a) Prepare and complete menu analysis work sheet. Please note that food cost percentage for Saloma 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