



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : FOODSERVICE OPERATION
COURSE CODE : DCA 3153
EXAMINATION : DECEMBER 2022
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **FOUR(4)** parts:
 - PART A (20 Marks)
 - PART B (30 Marks)
 - PART C (30 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. Answer Booklet
 - iii. True and False Answer Sheet
 - iv. Worksheet Additional (Appendix 1)

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 **TWENTY (20)** questions.

Answer ALL in Objective Answer Paper.

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

2. 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.

3. 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 an in foodservice industry?
 - A Fine dining restaurant, cafeterias.
 - B Casual dining, fast food restaurant.
 - C Ethnic restaurant, buffets, cafererias.
 - D Fine dining restaurant and casual dining.

4. What is the example of mobile catering?
 - A Food Truck.
 - B Industrial catering.
 - C On premise catering.
 - D Hotel and club foodservice.

5. Which statement is the best to describe about Off-premises catering?
- 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.
6. Nuha's 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.
7. 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 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.
8. Shushi & Co specialises in Japanese cuisine. What type of restaurant did Shushi & Co provide to their customers?
- A Family Restaurant.
 - B Ethnic Restaurant.
 - C Single Item Restaurant.
 - D Special Item Restaurant.

9. Aiman and his buddies were dining at a restaurant in Ipoh while on holiday. They serve themselves by taking food from the buffet 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. Misnah Catering only offers food and service to their customers, and the event is held elsewhere. What kind of catering does she provide to her customers?
- A Club Catering.
 - B Private Catering.
 - C On Premise Catering.
 - D Off Premise Catering.
11. All meals that a customer orders will be delivered right away by Puan Aisyah, and it can either be hot or cold. Find out what kind of foodservice system that Puan Aisyah implements in her restaurant.
- A Commissary.
 - B Conventional.
 - C Assemblyserve.
 - D Ready prepared.
12. Mr. Yow opened the restaurant with the intention of creating a small cafe with limited seating and a limited menu. What kind of restaurant is selected for this situation based on this statement?
- A Buffet Restaurant.
 - B Carryout Restaurant.
 - C Fast Food Restaurant.
 - D Fine Dining Restaurant.

13. Encik Sulaiman typically provide food and service for a special event that involves feeding a large number of people at once. This statement is best to describe?
- A Catering.
 - B Dinner Event.
 - C Bridal shower.
 - D Convention and wedding.
14. Typically, food factories will hire microbiologists, such as quality assurance, to ensure that the food is safe for consumers to consume. Which type of system that food factories apply in this situation?
- A Commissary.
 - B Conventional.
 - C Assembly serve.
 - D Ready prepared.
15. Puan Aida cooks 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?
- A Cook chill method.
 - B Sous vide method.
 - C Cook freeze method.
 - D Cook served method.
16. What is the time span between the completion of production and the start of service for Brahim's Airline Catering?
- A Limited time.
 - B No on premises preparation.
 - C Can be limited time follow situation.
 - D Early preparation, portioning, cook with bulk and long time preparation.

17. What is the degree of meal pre-assembly prior to service for a small cafe on campus?
- A Delivered immediately to the customer.
 - B Used blast chiller to maintain the quality of food.
 - C Immediately and temperature must be controlled.
 - D Immediately to the customer or can hold for a certain time.
18. How many catering segments are available in foodservice today?
- A 2
 - B 3
 - C 4
 - D 5
19. What is the definition of system in today's management, particularly in the foodservice industry?
- A A system is a transformation of input into output.
 - B A system is a method for problem solving during make a decision.
 - C A system is a set of theory that combine with communication to achieve a target.
 - D A system is a set of interdependent parts that work together to achieve a common goal.
20. What kinds 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 **TEN (10)** questions.

Answer ALL questions in Answering Booklet.

QUESTION 1

This system is known as a “central production system”. From this statement, discover the best definition of this system and choose only two examples of the typical foodservice that uses this system.

(3 marks)

QUESTION 2

Find out only **TWO (2)** planning teams were involved in the development of the cafeteria.

(2 marks)

QUESTION 3

Encik Raid has been the manager of Faiz Tomyam & Seafood in Nusajaya for nearly two years. Assist Encik Raid in differentiating **TWO (2)** advantages and disadvantages of the system used in this restaurant.

(4 marks)

QUESTION 4

Classify the **FOUR (4)** arrangements for the main cooking area.

(2 marks)

QUESTION 5

Find out who are the most crucial member of management and discover **ONE (1)** job scope for this person.

(2 marks)

QUESTION 6

Ingredient control plays a significant role in production, along with food quality and quantity management. Identify the major aspect of ingredient control that can be used in production.

(4 marks)

QUESTION 7

Give the definition of recipe and list only **ONE (1)** name of recipe that you know.

(2 marks)

QUESTION 8

Give a definition of moist heat and give **TWO (2)** examples of cooking methods that use moist heat method.

(3 marks)

QUESTION 9

Give **FOUR (4)** refrigerator conservation practises that can be used to save money.

(4 marks)

QUESTION 10

Analyse **FOUR (4)** basic considerations to ensure that a renovation or new construction will result in the most efficient operation.

(4 marks)

PART C

This part contains of **THREE (3)** questions.

Answer ALL questions in Answering Booklet.

QUESTION 1

- a. Identify **FOUR (4)** activities in the procurement process. (4 marks)
- b. Classify and explain the **FOUR (4)** make or buy product selection decisions during procurement. (6 marks)

QUESTION 2

- a. Fine the definition of the quality service (TQM) in the service management. (2 marks)
- b. Analyze the **FOUR (4)** best techniques that can be used in service management to improve service quality. (8 marks)

QUESTION 3

Encik Ahmad has worked as the Head of Department (HOD) at Mutiara Hotel for many years. He will be in charge of all management and operations at the facility. Assist Encik Ahmad in categorising decisional roles in order to improve management at Mutiara Hotel.

(10 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 Campur	38	5.00
Kangkung goreng belacan	45	4.50
Sotong Goreng Tepung	12	3.00
Kerabu Mangga	27	3.50
Sup ekor	33	6.00
Sayur Chapchai	10	4.00

(Table 1)

Table 1 shows the number of menu items sold and the selling price of listed menu at Dhuha Restaurant for the month of June 2021. By 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 offer 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 Dhuha Restaurant 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

ENU ENGINEERING WORKSHEET (APPENDIX

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]					[J]	[K]	[M]	[O]	[Q]	
Additional computations:											