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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME** : FOOD AND BEVERAGES  
PROCUREMENT AND COSTING  
**COURSE CODE** : DHM 2073  
**EXAMINATION** : OCTOBER 2017  
**DURATION** : 3 HOURS

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **FOUR (4) PARTS** :
  - PART A (20 Marks)
  - PART B (20 Marks)
  - PART C (20 Marks)
  - PART D (40 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 paper consist of:
  - i. Question Paper
  - ii. Objective Answer Paper
  - iii. Answer Booklet

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

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*This examination paper consists of 15 printed pages including front page*



**PART A**

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

Answer **ALL** in Objective Answer Paper.

1. Which of the following below is the goals of foodservices operation?
- A. To serve the quality meals to customers
  - B. To ensure staffs been well trained
  - C. To make the company establish
  - D. To give the guests satisfied

*"After researching the market and establishing your procurement approach, you need to evaluate the solutions available".*

**STATEMENT 1**

2. Which of the step of procurement are related with statement 1 above?
- A. Induction and integration
  - B. Supplier evaluation and selection
  - C. Development of procurement strategy
  - D. Negotiation and award of supplier contract
3. Which of the following below under the monetary terms?
- A. Covers
  - B. Sales Mix
  - C. Total sales by category
  - D. Number of seat been occupied
4. Historical costs also known as .....
- A. financial statement
  - B. business record
  - C. book account
  - D. budgeting

5. Which of the following below can be categorized as raw material goods?
- A. Services
  - B. Meat and poultry
  - C. Storing shipment
  - D. Administration tools

*"Value analysis is an important element of scientific purchasing as a profit making activity"*

#### STATEMENT 2

6. According to statement 2, which of the following is the importance of value analysis?
- A. To make profit
  - B. To produce goods
  - C. Enhancing efficiency
  - D. Enhancing profit and efficiency
7. Buyers can be defined as .....
- A. seller who act as buy the products
  - B. purchaser who has lend the products
  - C. seller or vendor who offers products for sales
  - D. purchaser has charge of the selection and purchasing of products

*"One of the techniques to identify supply sources is by using yellow pages"*

#### STATEMENT 3

8. Which of the following are related with statement 3 above ?
- A. Telephone directories
  - B. Previous experiences
  - C. Written information
  - D. Conventions

9. What does means the word of "purchasing" ?

- A. Lend the services
- B. Offer the services
- C. Paying for items and services
- D. Someone who offer the products and services

10. Which of the following below is the best definition for EP Cost (Edible Portion) cost?

- A. Cost of the item before cooking and trimming,
- B. Cost of the item while its been cooking and trimming,
- C. Cost of the item that someone forgot to trimming and cleaning
- D. Cost of the item after cooking, trimming, portioning and cleaning

11. .... is done by a unit or department of an organization that have been authorized to purchase the goods.

- A. Independent purchasing
- B. Cooperative purchasing
- C. Centralized purchasing
- D. Group purchasing

12. The invoice id prepared by the ..... that contains the same essential information as the purchase order, that is quantities, description of items and price.

- A. buyers
- B. supplier
- C. companies
- D. owner of company

13. Which of the types of specification is used by large hospitality companies?

- A. Job specification
- B. Work specification
- C. Product specification
- D. Purchase specification

14. Who are the parties involved in making the purchase decision ?

- A. Buyer
- B. Cleaner
- C. Office boy
- D. Supervisor

15. The control process consists of **FOUR (4)** steps. Which of the following is the first steps for control process?

- A. Train all individuals to follow the standard procedures
- B. Establish standards and standards procedures for operation
- C. Take an appropriate action to correct the deviations from standards
- D. Monitor performance and compare actual performance with establish standards

*"These type methods of payment is issued by the travel agent if travel agencies and hotels have tied up or any type of contrac"*

#### STATEMENT 4

16. Which of the method of payment is related with the statement 4 above?

- A. Cash
- B. Credit cards
- C. Traveller cheque
- D. Debit cards and cheque

17. A ..... is a form of volume discount.

- A. blanket order
- B. credit Memo
- C. invoices
- D. memo

18. By monitoring and measuring operating costs, the successful restaurateur can ..... their companies profit.

- A. decrease
- B. increase
- C. equality
- D. unchanged

19. A profitable F&B operation is an operation that has solid controls and procedures guidelines designed to ..... waste, theft and perishability of those materials.

- A. maximize
- B. equalize
- C. minimize
- D. unchanged

20. Which of the following is **NOT** procedures to reduce the cost?

- A. Provide your own supplier and services
- B. Lower the quality standards
- C. Improved negotiations
- D. Complaining guests

**[20 MARKS]**

**PART B**

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

Fill in the blank with correct answer.

Answer the questions in Answer Booklet.

unit cost	monthly	manual	three	pouring brand
producing	weight	Production sheet	memo card	written
Varietal	call brand	serving	multiple	increasing
Verifying	25	geographic	Issuing	actual
Generic	count	reducing	second	electronic
quantity	purchasing	Receiving	bin card	fermentation

1. Beers are beverages produced by the ..... of malted gains and flavored with hops.

2. After the yeast is added, the beer is transfered to conditioning tanks where a ..... fermentation occurs and the beer matures and develop.

3. Chateau Margaux and Chianti are examples of ..... terms in color classifications to identifying wines.

4. A ..... is one used only if the specific brand is requested by a customers.

5. The sequences of operation consists of purchasing, recieving, storing, issuing, ....., selling and serving.

6. The recieving system has a primary goals of make sure all foods are recieved conforms to the quality, ..... and pice ordered by the purchasing system.

7. Bacon, egg, link sausage, chops, shrimp and asparagus can be quantified using ..... method.



8. To find the number of portions, we should ..... quantity and yield percentages and divided by the portion size.
9. A sales history is a ..... record of the number of portions of each menu items to be sold every time appears on the menu.
10. There are two kinds of guests checks and that checks are come in pads of 25, 50 and other amount. This can be refer to ..... method.
11. A ..... is a form on which one list the names and quantities of all the menu items that are to be prepared for a given date.
12. Purchase unneeded quantities can be avoided thus .....the possibilities for waste, spoilage and pilferage.
13. .... is the proof of purchasing.
14. The recieving process involves more than just acceptance of a nd signing for delivered but also ..... that quality, quantity and price meet specifications the order.
15. Spices, nuts and raisins which should be stored in temperature not over ..... ferenhiut quite often are kept in a refrigerator.
16. .... is the process used to supply food to production units after it has been received.
17. Inventory is supported by the ..... presence of products in the storage areas.
18. The ..... is recorded at the time of the physical count otherwise the pricing of the inventory will be completed by the bookepper.

19. The ..... food costs is then calculated by adding the daily food costs for entire month.

20. A ..... is a record of all liquor or other items delivered.

[20 MARKS]

**PART C**

This part contains of **FOUR (4)** questions. Answer **ALL** the questions.

Answer the questions in Answer Booklet.

**QUESTION 1**

List down atleast **FIVE (5)** principal factors used to establish quantity standards for beverages purchasing.

**(5 Marks)**

**QUESTION 2**

List down atleast **FIVE (5)** potential consequences of poor planned receiving programme.

**(5 Marks)**

**QUESTION 3**

List down atleast **FIVE (5)** variety factors to determining the inventory level.

**(5 Marks)**

**QUESTION 4**

List down atleast **FIVE (5)** factors that affecting the menu pricing.

**(5 Marks)**

**(20 MARKS)**

**PART D**

This part contains of **SIX (6)** questions. Answer **FOUR (4)** questions only.  
Answer the questions in Answer Booklet.

**QUESTION 1**

The selection of supplier or vendor is one of the most important decisions that must be made in purchasing activities. Management should work together to established quality standards for food and supplier to be purchased. So that, buyer should creative to find supplier to supply the goods for their company.

Based on your opinion, explain what are the **supplier characterictic** the buyer should know before buying products or consume service from them. You may give some example to proof your answer.

(10 Marks)

**QUESTION 2**

As indicated earlier in control process, control in the food and beverages business was defined as a process by which managers attempt to direct, regulate and restrains the actions of people in order to achieve desired goals.

Based on what already you learnt, there are **FOUR (4)** types of checking method involved in this checking system. List and explain all the types and give your explanation and example to proof your answer.

(10 Marks)

## QUESTION 3

At the end of each day or each service period, the cashier is required to fill out a cashier daily report. The report is the tool used by the management to keep track of the cash and charge sales. Its purposes is to determine whether the actual amount of cash in the register drawer equals to the total amount of cash sales made during a specific period as well as whether all sales show the same total that the register print out.

By using the information given, answer the following questions.

ITEM	QUANTITY SOLD	SELLING PRICE PER UNIT RM	TOTAL SALES RM
<b>FRESH JUICE</b>			
Orange	15	4.50	? (c)
Apple	? (a)	4.50	45.00
Watermelon	8	4.50	36.00
Pineapple	5	? (b)	22.50
Guava	8	4.50	36.00
<b>CHILLED JUICE</b>			
Orange	7	3.00	21.00
Apple	7	3.00	21.00
Watermelon	-	3.00	-
Pineapple	5	3.00	15.00
Guava	-	3.00	-
<b>HOT BEVERAGES</b>			
Coffee	15	3.00	45.00
Tea	? (d)	3.00	45.00
Jasmine Tea	3	3.00	? (e)
Mocha	8	3.00	24.00
Cappucino	7	3.00	21.00
Espresso	4	4.50	18.00

<b>SOFT DRINK</b>			
7-UP	6	3.00	18.00
Coke	7	3.00	21.00
Pepsi	7	? (f)	21.00
Orange	7	3.00	21.00
Grape	6	3.00	? (g)
<b>TOTAL</b>	<b>? (h)</b>	<b>? (i)</b>	<b>? (j)</b>

Answer the following questions with showing your calculation.

- a. What is the quantity sold for apple juice (fresh juice)?  
(1Marks)
  - b. What is the selling price per unit for pineapple (fresh juice)?  
(1Marks)
  - c. What is the total sale for orange juice (fresh juice)?  
(1Marks)
  - d. What is the quantity soled for tea (hot beverages)?  
(1Marks)
  - e. What is the total sale for jasmine tea (hot beverages)?  
(1Marks)
  - f. What is the selling price per unit for pepsi (soft drink)?  
(1Marks)
  - g. What is the total sale for grape (soft drink)?  
(1Marks)
  - h. What is the total number of quantity sold for the whole of menu?  
(1Marks)
  - i. What is the total selling price per unit for the whole menu?  
(1Marks)
  - j. What is the sale for the whole menu?  
(1Marks)
- (10 Marks)**

**QUESTION 4**

Terrace Garden Restaurant has 70 seats opens everyday for lunch and dinner. Mostly, only 50 seats are seated. Turnover ratio for **lunch is TWO (2)** and the turnover ratio for **dinner is ONE (1)**. Average check stand at RM11.38 per customer. What is the forecast sale for that particular year?

a. Find the number of customers per day?

(2Marks)

b. Find the daily forecasted sales?

(2Marks)

c. Find the weekly food sales forecasted?

(2Marks)

d. Find the monthly food sales forecasted?

(2Marks)

e. Find the yearly food sales forecasted?

(2Marks)

**(10 Marks)**

**QUESTION 5**

An owner of an investigation company stated that foodservice managers can reduce internal theft by 60% if employees know that the management watching. One practice to prevent theft at the time products are received is not to have the same person responsible for the purchasing and receiving.

There are some basic principles that can be used to avoid theft at receiving department. Explain that **basic principles** to avoid theft by giving some examples to proof your explanations.

**(10 Marks)**

**QUESTION 6**

Regardless if you are a long term seasoned Food and Beverages veteran or just new to joining the management ranks in the Heart of the House or the Dining Room, menu analysis is one the most important tools that you can used to manage your business expenses and boost profitability.

Menu analysis can be used most effectively in **FIVE (5)** different ways. What are **FIVE (5)** that ways? Explain your answer by giving some examples.

**(10 Marks)**

**[40 Marks]**

**END OF QUESTION PAPER**