

# KOLEJ YAYASAN PELAJARAN JOHOR ONLINE FINAL EXAMINATION

(ANSWER SCHEME: SET A)

COURSE NAME : F&B PROCUREMENT AND COSTING

COURSE CODE : DHM2073

**EXAMINATION**: DECEMBER 2021

DURATION : 3 HOURS

#### **INSTRUCTION TO CANDIDATES**

1. This question paper consists of **FOUR (4)** parts : PART A (20 Marks)

PART B (20 Marks)
PART C (40 Marks)
PART D (20 Marks)

- 2. Please refer to the detailed instructions in this question paper.
- 3. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
- 4. Write your details as follows in the upper left corner for each answer sheet:
  - Student Full Name
  - ii. Identification Card (I/C) No.
  - iii. Class Section
  - iv. Course Code
  - v. Course Name
  - vi. Lecturer Name
- Each answer sheet must have a page number written at the bottom right corner.
- 6. Answers should be **neat and clear in handwritten form**.

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

This answer scheme paper consists of **25** printed pages including front page

# **PART A**

This part consists of **TWENTY (20)** questions. Answer ALL questions in Answer Sheet. 1. Which of the following are activities in the procurement process? i. Selling ii. Storage iii. Receiving iv. Negotiating **A** i, ii B ii, iii C i, ii, iii D ii, iii, iv 2. \_\_\_\_\_ refers to the total number of one dish or any menu item sold in a given time period. A Total sales **B** Total covers C Total fixed cost D Total number sold

3. \_\_\_\_\_ are used for various important purposes such as establishing unit costs, determining menu prices and comparing present with past labour costs.

- A Prime costs
- **B** Planned costs
- C Historical costs
- **D** Controllable costs

- **4.** Which of the following is a combination of non commercial segments in hospitality operation?
  - A Casinos and food courts.
  - **B** Spas and military installations.
  - C Hospitals and community centers.
  - **D** Fast food restaurants and cafeterias.

5.

#### Statement 1.0

The 'X' formula on Statement 1.0 is referring to \_\_\_\_\_\_

- A sale price
- B seat turnover
- C average sales
- **D** average covers
- **6.** Which of the following statements is **TRUE** about types of purchasing?
  - **A** Group purchasing is done by housekeeping department.
  - **B** Cooperative department is done by front office manager.
  - **C** Independent purchasing is done by storeman and steward.
  - D Centralized purchasing is done by one person or department.

- **7**. What are the goals of purchasing system?
  - A Right product, price, quality, quantity, time and supplier.
  - **B** Right product, price, receiving, storing, time and supplier.
  - **C** Right product, price, purchaser, buyer, time and supplier.
  - **D** Right product, price, customer, vendor, time and supplier.
- 8. Which of the following is **NOT** an objective of purchasing?
  - A Maximize investment.
  - **B** Maintain quality of products.
  - C Maintaining an adequate supply.
  - **D** Obtain the lower edible portion (EP).

9.

Document completed by the buyer and given to the supplier listing item that will be purchased.

# Statement 2.0

Statement 2.0 is referring to \_\_\_\_\_\_.

- A purchase order
- **B** credit memorandum
- C purchase requisition
- **D** pickup memorandum

10	.Th	e basic items of information in purchase requisition are
	A	requisition number, delivery date, quantity need
	В	requisition number, delivery date, description of price
	С	requisition number, budget account number, quality need
	D	requisition number, budget account number, description of price
11		is added in the brewing beer process and the liquid will ferment
	for	up to two weeks.
	Α	Rice
	В	Corn
	C	Yeast
	D	Barley
12	۱۸/	hich of the following is related to types of wines?
12		Ales.
	В	Blush.
		Spirits.
	D	Lagers.
		Lagors.
13.	Lice	enses state and control states are establishing of standards
	for	beverages purchasing.
	A	price
	В	quality
	С	quantity
	D	production

14.		are alcoholic beverage produced by the distillation of a
	ferr	mented liquid maybe made from grain, fruit or any of number of other food
	pro	ducts including sugarcane and potatoes.
	Α	Stouts
	B	Spirits
	С	Lagers
	D	Porters
15	5. Wł	nich of the following is related with types of carbonated non-alcoholic beverages?
	Α	Juice.
	В	Coffee.
	C	Seltzer.
	D	Smoothie.
16.	The	disadvantage of using manual method to record food sales is
	Α	increase productivity.
	В	decrease clerical errors.
	C	exist duplication of work.
	D	generates sales history quickly.
17.		is a form where the names and quantities of all the menu
	iten	ns that are to be prepared for a given date.
	Α	Invoice
	В	Void sheet
	С	Purchased order
	D	Production sheet

**B** Receiving

**C** Purchasing

D Forecasting

18.	Wh	at are the methods that have been used for recording customers in maintaining	
		es history?	
	Α	Manual and electronic system.	
	В	Taken away and self-service system.	
	С	Duplicate and triplicate checking system.	
	D	Service with order and single sheet order.	
19	<b>)</b> .Ho	ow to determine production quantities?	
	A	The invoice sheet.	
	В	The marketlist sheet.	
	C	The production sheet.	
	D	The purchased order sheet.	
<b>20</b> .		is a principal element in cost control. If the sales volume can	
	be	predicted accurately, the plans can be made for purchasing appropriate	
	qua	antities of food to prepare for anticipated sales.	
	Α	Issuing	

[20 MARKS]

**PART B** 

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

Answer ALL questions in Answer Sheet.

Storage	Issuing	Service	Shelf	Par level
capacity		bars	life	
Internal	First in, first	Purchasing	Authorized	Credit
theft	out		persons	memorandum
Par	Inflated	Physical	Discrepancies	Bin
stock	prices	inventory		cards
Bar	Cost of food	Storing	As needed	Dry
requisition	used	control	(just in time)	temperature
form				storage

- 1. Receiving is a proof of **purchasing**. It 's at receiving that you determine what it is you actually got not what you ordered but what you received. And there could be a lot difference between the order you placed and the delivery you received.
- 2. Potential consequences of poorly planned receiving programme included short weight, substandard quality, double billing, <u>inflated prices</u>, mislabelled merchandise, inappropriate substitutions, damage merchandise and pilferage or theft.
- **3.** Note all <u>discrepancies</u> between delivered goods and the invoice itself. Call any problem between an order and the delivery to management's attention immediately.
- 4. If a <u>credit memorandum</u> is requested because of unsatisfactory merchandise, the following steps should be carried out; call the supplier, make out the form, return the merchandise immediately, note on invoice the reason for returning the merchandise and notify the manager so that the menu may be changed if necessary.

- 5. An owner of an investigation company stated that foodservice managers can reduce <u>internal theft</u> by 60% if employees know that the management is watching. One practice to prevent problem at the time products are received is not to have the same person responsible for the purchasing and receiving.
- **Storing control** is essential established in beverage operations to achieved three important objectives; to prevent pilferage, ensuring accessibility and maintaining product quality.
- 7. Procedures for maximizing the <u>shelf life</u> of stored beverages may be divided into two categories; those dealing with temperature, humidity and light in the storage facilities also shelving and handling bottles and canned containers.
- **8. Bin cards** can affix to shelves and serve as shelf labels include essential information of identification number for beverages. Some establishments assign a code number from a master list to each item.
- **9.** The <u>dry temperature storage</u> area for food provides orderly storage for foods not requiring refrigerator or freezing and should provide protection of foods from the elements, insects, rodents and theft.
- 10. <u>First in, first out</u> can be defined as an inventory method in which stock is rotated to assure that items in storage are used in the order which they are delivered. New shipments should be placed in back to ensure use of the oldest stock first.
- 11. <u>Issuing</u> is the process used to supply food to production units after it has been received. Products may be issued from the receiving area, especially if they are planned for that day's menu but more often, food and supplies are issued from dry or low temperature storage
- 12. <u>Authorized persons</u> mean those who have been assigned responsibility for the security of the issued beverages and will be held accountable for their disposition..

- 13. <u>Par stock</u> means the minimum quantity that may be on hold at any one time; it is limit that the quantity on hand should never exceed.
- **14.** <u>Service bars</u> referring to customers' orders given to the bar tender by the waiting staff, who serve the drinks to the customers.
- **15.**The <u>bar requisition form</u> is filled out by either a head bartender or another authorized person who determines the quantities needed at the bar to establish the par stock.
- **16.** Inventory levels are determined by a variety of factors. Some of the most important one is **storage capacity.**
- 17. Predetermined purchased point will be known as par level.
- **18.**One disadvantage of a *physical inventory* is does not indicate how much of each product should be available in storage area.
- 19. Cost of food available is minus to ending inventory and equal to cost of food used.
- **20.** Basically, purchasing food based on your production of unit sales and some of the ingredients refer to **as needed (just in time).**

[20 MARKS]

## **PART C**

This part consists of **EIGHT (8)** questions.

Answer ALL questions in Answer Sheet.

#### **QUESTION 1**

Purchasing for a foodservice operation is a highly specialized job function. Buyers must know not only the products to be procured but also the market, buying procedures and market trends. They must know how the materials are produced, processed and moved to market. In addition, they must be able to forecast, plan, organize, control, and perform other management level function.

Find **two (2)** techniques for selecting products and **three (3)** basic choices for production of menu items.

- i. Technique for selecting products:
  - 1. Value analysis (1M)
  - 2. Make or buy decision (1M)
- ii. Basic choices for production of menu items:
  - 3. Produce the item completely, starting with basic raw ingredients (1M)
  - 4. Purchase some of the ingredients and assembled them (1M)
  - 5. Purchase the item in its final from the wholesaler (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

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. Every manager should pay careful attention not only to selecting a distributor but also to maintaining in relationship.

Determine **five (5)** good characteristics when selecting the supplier.

- 1. Have the capability and commitment to perform well. (1M)
- 2. Must provide timely information regarding price changes, thus maintaining a competitive price level. (1M)
- 3. Must understand the market served by the operation and must have ideas about how to meet this market need including special services. (1M)
- 4. Consistently provide the proper quality and quantity of product. (1M)
- 5. Must be financially capable of growing with both the industry and its customers. (1M)
- 6. Must inform buyers as to new or improved products that may be applicable to their operation. (1M)
- 7. Must be professional. Easy to follow up the problems, to resolve difficulties that arise and to negotiable any concern. (1M)
- 8. Must be concerned that facility meets or exceed levels of sanitation. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

A "product specification" sometimes referred to as product description is a description of the entire characteristic in a product required to fill a certain production and or service need. It typically includes product information that can be verified upon delivery and that can be communicated easily from buyers to suppliers.

Identify **five (5)** functions of purchase specification.

- 1. They serve as quality control standards and as cost control standards (in these respects, specifications are important aspects of a hospitality operations overall control system). (1M)
- 2. In developing purchase specifications, hospitality personnel gain a better understanding of requirement and quality standards. (1M)
- 3. Receiving personnel can check incoming products against the quality requirement noted in the property 's specifications. (1M)
- 4. In a buyer absence, they allow someone else to fill in temporarily. (1M)
- 5. Specifications can lower purchase costs, since the operation will not be paying extra for a product or higher quality than needed. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

Interpret **five (5)** terms of sale control system below:

# i. Service with order

This system will be known as service at counter of ordering is used in fast food joints, taken away and cafeterias. Here the menu offered in the establishment is displayed in wall mounted boards. The guests choose what they want to eat and then order and paid that. (1M)

# ii. Single order sheet

This system is used in cafés, quick turn over restaurants, departmental stores, and taken away establishments; usually the menu is very limited with little or no choice. While leaving the restaurants, the guest submits the bill to the cashier and pays the amount. (1M)

# iii. Duplicate checking method

This kind of checking method is used in small hotels, Cafés, and popular restaurants. As the name implies the KOT book has 2 copies. The first copy is sent to the kitchen on the basis of which the order is prepared. The waiter retains the second copy as a means of reference during the service. (1M)

#### iv. Sales summary sheet

The sales summary sheet is an analysis of all the transactions/cash taken during the particular period of service. It is prepared to know the revenue generated through the sales of food, beverages, the modes of bill settlement- cash, cheque, credit card, amount charged to room accounts, tax amount and discounts given. (1M)

v. Point-of-sale system

Point-of-sale systems are computerized system incorporating registers, computers and peripheral equipment's, usually on a computer network. These systems keep track of sale and can generate records used in accounting and book keeping. It also can control reservations, guest history, guest registration and sale summary sheet. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

**QUESTION 5** 

An electronic cash register is a mechanical device used to calculate and record sales transactions. It usually prints a receipt for the customer. It has an attached drawer for storing cash. The cash drawer can be opened after a sale, except when special keys, which only senior employees have. This reduces the risk of cash pilferage.

Discover **five (5)** advantages of using electronic cash register.

- 1. Print checks, including the printing of previously entered items. (1M)
- 2. Provide an analysis of sales by waiter per hour shift period. (1M)
- 3. Provide an analysis of sales made by type of product. (1M)
- 4. Analysis of sales by method of payment (cash, cheque, debit card or credit card). (1M)
- 5. Complete automatic tax calculations and cover service charges. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

Controlling system in the food and beverage business was defined as a process by which managers attempt to direct, regulate, and restrain the actions of people in order to achieve desired goals.

Prepared five (5) main aspects of using triplicate checking method.

NO.	PARTICULARS	TRIPLICATE CHECKING METHOD
1	Types of establishments	First - class establishments usually operating fine dining restaurant with an extensive ala carte menu. (1M)
2	Number of copies food check	Three (3) copies:  1st copy: The first copy is sent to the kitchen on the basis of which the order is prepared.  2nd copy: The second copy is given to the cashier, and based on that the bill is prepared.  3rd copy: The third copy remains with the waiter for reference and checking up the order during service. (1M)
3	Bill	Cashier makes out the bill, which is in duplicate. (1M)
4	Payment of the bill	The guest pays the bill to the cashier via the waiter who returns the receipted bill and change to the guest. (1M)
5	At the end of service	The sales summary sheet along with the duplicate bills and check is handed over to the controls department by the cashier. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

Menu engineering is the study of the profitability and popularity of menu items and how these two factors influence the placement of these items on a menu. The goal is simply to increase profitability per guest.

Analyse **five (5)** factors that will be affecting the menu pricing.

#### 1. Your Costs

- The best thing to do is sum up all your costs and divide by the number of hours you think you can bill a year. Also make sure, all the hidden costs of your business-like insurance, invoices that never get paid for one reason or another include taxes. (1M)

### 2. Your Profit

 Somewhat related to your costs, you should always consider how muc money you are trying to make above breaking even. This is business after all. (1M)

#### 3. Market Demand

- If what you do is in high demand, then you should be aiming to make your services more expensive. Conversely if there's hardly any work around, you'll need to cheapen up if you hope to compete. (1M)

#### 4. Industry Standard

- The more you know about what others are charging and what services they provide for the money, the better you'll know how you fit in to the market. (1M)

# 5. Skill Level

- Not every freelancer delivers the same goods and one would expect to pay accordingly. Same person, but at different times I had a different skill level and hence was producing a different result. Whatever your rate, expect it to be commensurate with your skill. (1M)

# 6. Experience

- Although often bundled with skill, experience is a different factor altogether. You may have two very talented photographers, but one with more experience might have better client skills. Experience should affect how much you charge. (1M)

# 7. Business Strategy

 Your strategy or your angle will make a huge difference to how you price yourself. Think about the difference between Pizza Hut and Dominos, the two could make the same pizza but you would never expect to pay the same for both. (1M)

### 8. Skills Offered

What you provide for your clients will also make a big difference to your price tag. For example, you might be a freelancer who will do whatever it takes to get a job just right, or perhaps you are on call 24-7, or perhaps you provide the minimum amount of communication to cut costs. Whatever the case, adjusting your pricing to the type and level of service you provide is a must. (1M)

# 9. Identify Your Clients/Customers

- Your price will often vary for different clients. This happens for a few reasons. Some clients require more effort, some are riskier, some are repeat clients, some have jobs you are dying to do, some you wouldn't want to go near with a stick. You should vary your price to account for these sorts of factors. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

When sitting down to design your menu, make sure that the menu layout is specific to your restaurant or event. Brainstorm and think about what makes your restaurant unique. The thoughts that come to mind will help give your menu a unique style and flavor. Careful attention to your menu's layout can help you to do that.

Construct **five (5)** general principles for making basic restaurant design menu and layout.

# 1. Principle 1: Page Size Comes First

- Menu size is the first and most important design element. Generally, this
  is dictated both by the number of dishes you offer as well as the look
  you desire. (1M)
- Family restaurants that offer tons of options and lots of kids' fare do well with Tabloid-Size Menus that fit everything in one place. Less option-heavy, more upscale restaurants often prefer standard sizes. (1M)

# 2. Principle 2: Columns Make a Statement

- Typically, fine dining restaurants choose a single column and wide margins for simple, elegant appeal. This is also true of other limited-selection menus, like daily specials or this Happy Hour Menu. (1M)
- Keep in mind that items with long descriptions don't look as nice squeezed into a column as those with shorter or nonexistent descriptions. (1M)

# 3. Principle 3: Placement Affects Visual Appeal

- Much of placement is dictated by the progression of the meal (from Starters to First Course to Second to Dessert, for instance), but you have room for creativity, so use it. (1M)
- In a multiple-column menu, play with placing categories below versus next to each other. Salads might go directly below Soups, for example, or look better to the right. (1M)

# 4. Principle 4: Emphasis Draws Attention

- A highlighted box or colored area, like the one used in this French Menu, will quickly draw a customer's attention. (1M)
- Increased negative space (white or empty space) around a column,
   category or menu item will draw the eye toward it. (1M)

# 5. Principle 5: Proportion Signifies Choice

- Menus with similar numbers of dishes in each category assure customers they have choice, so break sections up as evenly as possible.
- Consider combining categories with only one or two items each, like putting soups and salads both in Starters. Conversely, break up categories that are overly dense by using subcategories. (1M)

# 6. Principle 6: Balance Is Beauty

- Your restaurant name and logo should balance with the rest of the menu in both size and appearance. Make sure they stand out without taking over, like this Steakhouse Menu. (1M)
- All columns of your menu as well as its front and back should contain roughly similar amounts of text. If necessary, rearrange your sections or break them up differently to achieve good flow. (1M)

(5 marks)

[\*CAN ACCEPT ANY SUITABLE ANSWER\*]

[40 MARKS]

## **PART D**

This part consists of **TWO (2)** questions. Answer ALL questions in Answer Sheet.

# **QUESTION 1**

As we use the term in our discussion of cost control in the food and beverage business, cost is defined as the expenses to a foodservices establishment for goods or services when the goods are consumed or the services are rendered. Food and beverages are considered as consumed when they have been used, wastefully or otherwise and are no longer available for the purposes for which they were acquired.

Given the following information, answer each question by showing the formula and calculation:

i. Calculate cost percentage when Cost RM 350.45, Sales RM 1580.45.
 Round your answers to the nearest tenth of a percent.

ii. Calculate cost when Cost Percent 25.50%, Sales RM 950,760.50.

iii. Calculate sale when Cost Percent 18.35%, Cost RM 543,678.55.

```
Sale = Cost / Cost Percentage ----- (½ M)

= RM 543,678.55 / 18.55% ----- (1M)

= RM 2,930,881.67 ---- (½ M)
```

iv. Calculate the average check from the following data; Sales RM 736,891.40,Number of Customers 3426.

(2 marks)

v. Calculate seat turnover when 956 customers served during that one Sunday meal and the restaurant has 85 seats.

Seat Turnover = Customer / number of seats ----- 
$$(\frac{1}{2} \text{ m})$$

(2 marks)

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. It 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.

	QUANTITY	SELLING PRICE	TOTAL SALES
ITEM	SOLD	PER UNIT (RM)	(RM)
STARTER			
Buffalo Wings	10	12.80	? (i)
Cheesy Nachos	11	9.90	108.90
Cut-Potato Wedges	12	7.00	84.00
Cream of Mushroom Soup	13	8.50	110.50
CHICKEN			
Smoke Chicken	14	12.50	175.00
Chicken Maryland	15	19.80	297.00
Fried Chicken Chop	16	13.50	216.00
Flame-Grilled Chicken Chop	17	14.50	246.50
BEEF & LAMB			
Spicy Lamb Burger	20	14.40	288.00
Beef Cheese Burger	21	14.00	294.00
Mushroom Fillet Steak	? (ii)	21.80	479.60
Grilled Lamb Shoulder Chop	23	28.50	655.50
PASTA			
Spaghetti Bolognaise	24	18.00	432.00
Original Beef Lasagna	25	18.00	450.00
Seafood Spaghetti Aglio Olio	26	22.00	572.00
Garlic Cream Spaghetti Pasta	27	? (iii)	364.50
TOTAL	? (iv)	RM 248.70	? (v)

Figure 1.0: CLOY Restaurant Daily Sales Report

By using the CLOY Restaurant daily sales report information given on Figure 1.0, answer the following questions by showing the formula and calculation.

i. What is the total sale for Buffalo Wings (Starter)?

Total Sale = Quantity sold x Selling price per unit ---- 
$$(\frac{1}{2} M)$$

(2 marks)

ii. What is the quantity sold for Mushroom Fillet Steak (Beef & Lamb)?

(2 marks)

iii. What is the selling price per unit for Garlic Cream Spaghetti Pasta (Pasta)?

$$=$$
 RM 364.50 / 27 ----- (1M)

$$=$$
 RM 13.50 ----- ( $\frac{1}{2}$  M)

(2 marks)

iv. What is the total number of quantities sold for the whole of menu?

(2 marks)

v. What is the total sale for the whole menu?

(2 marks)

[20 MARKS]

**END OF ANSWER SCHEME PAPER**