



**SCHOOL OF HOSPITALITY AND TOURISM
KOLEJ YAYASAN PELAJARAN JOHOR**

**FINAL EXAMINATION
SEMESTER JANUARY 2015**

COURSE	:	CATERING SYSTEM OPERATION
COURSE CODE	:	CSO 7163
TIME / DURATION	:	9.00 AM -12.00 AM (3 HOURS)
DATE	:	13 MAY 2015

INSTRUCTIONS TO CANDIDATES

1. This examination paper consists of **FOUR (4)** Parts:
Part A (10 Marks)
Part B (10 Marks)
Part C (20 Marks)
Part D (60 Marks)
2. Answer **ALL** questions in **Part A, Part B and Part C**. For **Part D**, Question 1 is compulsory and choose any **TWO (2)** questions.
3. Candidates are not allowed to bring any material into the examination room **EXCEPT** with the permission from the invigilator.
4. Please check to make sure that this examination pack consists of:
 - i. Question Paper
 - ii. OMR Form
 - iii. Answering Booklet

THERE ARE 7 PAGES OF QUESTIONS, INCLUDING THIS PAGE

PART A (Total: 10 marks)**TRUE OR FALSE****INSTRUCTION: Answer all question**

1. Conventional or traditional foodservice system serves food immediately.
2. There are two principle methods of purchasing which are informal and formal purchasing.
3. Foodservice included all establishments that serve food regularly outside from home.
4. Leading includes defining goals, establishing strategy and developing plans to coordinate activities.
5. In menu engineering, in order to get menu mix% category we have to compare between menu mix% and popularity average.
6. If one particular menu is low in contribution margin and high in popularity / menu mix, it is considered as puzzle.
7. Selling price equal to food cost added with contribution margin.
8. In menu engineering, total revenue is known as profit.
9. Nutritional value is a customer consideration in planning menu.
10. In trade exhibits and conventions techniques, hospitality operators who attend these meetings can visit various suppliers, sample of their products and get further information in selecting suppliers.

PART B (Total: 10 marks)**FILL IN THE BLANKS****INSTRUCTION: Answer all question**

Du jour	As-purchased	Leading	Foodservice
Traditional	Menu engineering	Expert	Standardized recipe
Commercial	Food cost	Large	Menu mix
Table d'hote	Puzzle	Open system	Independent
Sous vide	Fictitious Company	Dry Storage	Work design

1. Receiving process is not just acceptance and signing for delivered product. It is also include verifying the right quantity, quality and _____ price.
2. _____ purchasing is done by a unit or department of an organization that has been authorized to purchase.
3. _____ consist of motivating subordinates, directing others, selecting the most effective communication channels and resolving conflicts.
4. _____ should be cool within a range of 50°F to 70°F.
5. Other name for conventional is _____.
6. In _____ facilities, a receiving office generally is located near the delivery entrance.
7. To measure the popularity of the menu items as measured by customer demand we have to look the _____.
8. _____ is happen when a purchasing personnel can steal by setting up a non-existent company then submits invoice for undelivered products.
9. _____ is the information tool that focuses on contribution margin and popularity of product to identify which of them generate much profit.
10. _____ is a recipe that has been carefully tested under controlled condition.

PART C (Total: 20 marks)**SHORT ANSWERS****INSTRUCTION: Answer all question**

1. Suppliers who consistently provide acceptable value will continue to grow and prosper. List down **FIVE (5)** characteristics of supplier that must be considered to be in the approved-supplier list. (5 marks)
2. List down what are the **FIVE (5)** basic items of information that should included on all requisition. (5 marks)
3. The management process consists of **FOUR (4)** activities. List those **FOUR (4)** activities. (4 marks)
4. List down **THREE (3)** component of foodservice system. (3 marks)
5. There are **FOUR (4)** objectives of purchasing, list down only **THREE (3)** objectives. (3 marks)

PART D (Total: 60 marks)**LONG ESSAY**

INSTRUCTIONS : Answer **THREE (3)** questions only

: **Question 1** is **COMPULSORY** and choose any other **TWO (2)** questions.

: Answer the **Question 1** in the **Attachment 1** provided.

1. The importance of a carefully analyze menu is to determine the successful and unsuccessful for each item. It enables the operator to be more effective in decision making, both with respect to marketing and operating the table menu. The table below shows the number of menu items sold and selling price of listed menu at Restaurant Five Star.

Menu	Number of Sold	Selling Price (RM)
Nasi Kerabu	38	13.50
Nasi Dagang	45	18.00
Nasi Ambang	12	7.00
Nasi Jagung	27	11.00
Nasi Tomato	33	15.50
Nasi Kandar	10	14.00
Nasi Hujan Panas	35	7.50
Nasi Briyani	20	12.00

- a. Prepare and complete the menu analysis worksheet. Please note that food cost for Restaurant Five Star is 30% of selling price.

(20 marks)

2. Briefly discuss the question below:

a. **FIVE (5)** various types of menus for a foodservice operation.

(10 marks)

b. The recipe is important in foodservice operation because it is not possible if the recipe is kept in the "head of the cook" and is not written for use by relief or substitute cook. Hence, the standardized recipe is needed. Briefly explain what are the **FIVE (5)** advantages of standardized recipe?

(10 marks)

3. Briefly explain:

a. What are the other equipment should be included in the receiving area?

(5 marks)

b. What are the types of deliveries distribution? Explain in details.

(9 marks)

c. Explain what are the examples of the situation of supplier theft possibilities if the security concern is not carried out properly during receiving process?

(6 marks)

4. List and explain:

a. What is power and discuss the **FIVE (5)** types of power?

(11 marks)

b. What are the **THREE (3)** basic skill required by managers?

(9 marks)

END OF QUESTION PAPER

Attachment: 1
MENU ENGINEERING WORKSHEET
 Restaurant Five Star

Menu Items (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 (P)	Menu Mix % (R)	Menu Classification (S)
Nasi Kerabu											
Nasi Dagang											
Nasi Ambang											
Nasi Jagung											
Nasi Tomato											
Nasi Kandar											
Nasi Hujan Panas											
Nasi Briyani											
Total	(N)					(I)	(J)	(M)			
Additional Computations						(K)	(O)	(Q)			

