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FINAL EXAMINATION**

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**COURSE NAME : F&B MANAGEMENT**  
**COURSE CODE : DHM 1043**  
**EXAMINATION : APRIL 2019**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examintaion paper consists of **FOUR (4)** parts :
  - PART A (20 Marks)
  - PART B (20 Marks)
  - PART C (40 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. Objective Answer Paper
  - iii. Answer Booklet

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

*This examination paper consists of **11** printed pages including front page*

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**PART A**

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

Answer ALL question in the Objective Answer Paper.

1. What you should record in the form when accepting the message?
  - A. The caller's telephone tag
  - B. The time message was received
  - C. The place where the caller available
  - D. The caller's identification card number
  
2. Registration and rooming functions takes place during the \_\_\_\_\_
  - A. Arrival stage
  - B. Enquiry stage
  - C. Check out stage
  - D. Reservation stage
  
3. What is skipper accounts?
  - A. The charges for guaranteed reservation
  - B. The back dated account which cannot be settle
  - C. The departed guest who personel check where reuturned unpaid
  - D. The account for guest who left the hotel without settling their account
  
4. What is the first action when you meet a hotel guest?
  - A. Give a smile
  - B. Ask question
  - C. Say thank you
  - D. Say good morning
  
5. Which one of the following is reservation control device?
  - A. Log book
  - B. Control book
  - C. Night audit report
  - D. Guest history record

6. Competitive set would be call to set room rate in \_\_\_\_\_  
method
- A. Market control
  - B. Hubbart formula
  - C. Market tolerance
  - D. Cost rate formula
7. Which one of the following relates with guestroom preference?
- A. Rooms sold / room available x 100
  - B. Total sales / number of rooms sold
  - C. Revised on the book – number of rooms available
  - D. Room type + room configuration + room designation
8. What kind of reservations assures the guest that the hotel will hold a room until a specific time?
- A. Fully reservation
  - B. Guest reservation
  - C. Automated reservation
  - D. Guaranteed reservation
9. *'The room is not used for the entire night, and commonly offered at airport hotels'*
- What kind of this rate?
- A. Rack rate
  - B. Special rate
  - C. Half day rate
  - D. Discounted rate

10. What is "tourist" definition?
- A. People who travel to their relative house more than 60km away from home
  - B. People who travel more than 40km away from home and stay for at least one night
  - C. People who travel more than 10km away from home and stay for at least three night
  - D. People who travel more than 40km away from home but come back home in the same day
11. Which report is use to record seroius situation occur during night shift as well as to supplement the MOD report?
- A. Incident report
  - B. In-house report
  - C. Credit limit report
  - D. Occupancy report
12. What is the last step of check out procedure?
- A. Updating the room's status
  - B. Posting outstanding charges
  - C. Verifying the method of payment
  - D. Checking for mail, message and faxes
13. A guest history is useful
- A. In knowing the family background of a guest
  - B. To reward free airline mileage of the guest's choice
  - C. For recording important people who stayed in the hotel
  - D. In soliciting future business from prior guests of the hotel
14. Gaming, trade shows and study trips are categorized in \_\_\_\_\_ sector.
- A. Attraction
  - B. Conferences
  - C. Adventure tourism
  - D. Transportation service

15. Overselling is a front office technique which can be used effectively in
- A. Double bookings in low season
  - B. Selling rooms to walk – in guest
  - C. Booking rooms at rate higher than agreed
  - D. Balancing the effect of the minus or negative factors
16. Posting guest charges, accepting payment on guest accounts and closing the shift are the duties of:
- A. accountant
  - B. Night auditor
  - C. Front office cashier
  - D. Guest service agent
17. Which of the following shift below is probably a night audit shift?
- A. 1400 to 2300
  - B. 1900 to 0100
  - C. 2300 to 0700
  - D. 0100 to 0900
18. Ignored requests for additional supplies is an example of \_\_\_\_\_ complaint.
- A. Unusual complaint
  - B. Attitudinal complaint
  - C. Mechanical complaint
  - D. Service related complaint
19. What you should do when the walk-in guest cannot be accomodated?
- A. Throw away their luggage
  - B. Give the out of order room
  - C. Ask them to come tommorow
  - D. Suggesting the alternative hotels

20. The potential report used to uncover fraud and poor practices within the F&B outlets known as

- A. F&B audit report
- B. F&B potential report
- C. F&B In-house report
- D. F&B purchasing report

**PART B**

This part contain **TWENTY (20)** questions.

Answer **ALL** questions in the Answer Paper.

explain	temperature	express	costs per shift	atmosphere
sanitation	weekly	attitudinal complaint	logo	plates
Food optimization	explaint	profitability	smiling	Check inventory
saucers	trend	policy	blank check	complaint
Standardized recipes	honestly	bartender	bus tubs	storing

1. The purchasing, receiving, \_\_\_\_\_, issuing and preparation of food and beverage for final provision
2. Cooperating with other department become a contributor for long term \_\_\_\_\_.
3. Menu which change after a certain period of time, can be \_\_\_\_\_.
4. Menu planning need and desire of guest in target market and \_\_\_\_\_.
5. Branding it is fit right with your restaurant \_\_\_\_\_.
6. Front of the house refers the host, \_\_\_\_\_, servers and buser.
7. Daily menu that will have \_\_\_\_\_ at the close night before ensure sufficient food quantities.
8. Buy the best product and use the \_\_\_\_\_, and measure frequently.
9. This know \_\_\_\_\_ that take every item on the menu and cost it out by ingredient.
10. Guest check are like \_\_\_\_\_ that the operator has already signed.



11. Invite the guest to \_\_\_\_\_ his or her feelings.
12. Welcome the guest and \_\_\_\_\_ something about the restaurant and any special beverage.
13. Nature the relationship by \_\_\_\_\_ and thanks the guest agains.
14. \_\_\_\_\_ should be accepted at face of value and at least until proven to be without substance.
15. A \_\_\_\_\_ can be an effective branding tools.
16. Getting the correct order, on time with correct serving \_\_\_\_\_ to the guest.
17. A guest may also make \_\_\_\_\_ when the hotel staff bother him with their problem.
18. When it comes customer service, \_\_\_\_\_ is the policy.
19. Know the \_\_\_\_\_ of your restaurant priority to promising something to your restaurant.
20. When labor cost get out of line, manager can analyze \_\_\_\_\_ to pinpoint the problem.

[20 MARKS]

**PART C**

This part contains **EIGHT (8)** questions.

Answer **ALL** questions in the Answering Booklet.

**QUESTION 1**

List **five (5)** basic guideline in developing catering policy

(5 marks)

**QUESTION 2**

List the criteria of choosing right location.

(5 marks)

**QUESTION 3**

What are the differences between Front of the House and Back of the House.

(5 marks)

**QUESTION 4**

Can u provide **five (5)** qualities of the professional server personal.

(5 marks)

**QUESTION 5**

Describe **five (5)** criteria of the concept and market restaurant.

(5 marks)

**QUESTION 6**

Write down **four (4)** type of guest complaint.

(4 marks)

**QUESTION 7**

Explain the functions of control systems.

(5 marks)

**QUESTION 8**

List down subcommittees to organize a team.

(6 marks)

**[ 40 MARKS]**

**PART D**

This part consists **TWO (2)** question.

Answer **ALL** questions in the Answering Booklet.

**QUESTION 1**

When reading menus, peoples are also attracted to images, graphics, and icons. It will increase sales of particular items those with the best contribution margins and hopes. The layout and sequences of the menu may be in single pages encased in plastic laminated. If the menu is more extensive, there is more space on the back for the desserts and beverages.

Explain briefly **the correct steps in creating an effective menu**. Support your answer with explanation and examples.

(10 marks)

**QUESTION 2**

A conscientious effort must be to assure the personal safety of everyone and facility which guests should follow workers alike. Accidents do not just happen. It is caused by neglect, carelessness, throughlieness and ignorance. Therefore, most incidents can be avoided.

Explain briefly **ten (10) rules of restaurant safety**.

(10 marks)

**[20 MARKS]**

**END OF QUESTIONS PAPER**