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**COURSE : FOODSERVICE OPERATION**  
**COURSE CODE : DCA3153**  
**EXAMINATION : NOVEMBER 2016**  
**TIME : 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 (30 MARKS)  
PART D (30 MARKS)
2. Answer all questions.
3. Candidates are not allowed to bring any material to examination room EXCEPT with the permission of invigilator.
4. Please make sure that all material is available during this examination session:
  - i. Question Paper
  - ii. Objective Answer Paper
  - iii. Answer Booklet

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**DO NOT OPEN QUESTION PAPER UNTIL HAVE BEEN TOLD TO DO SO**

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*THIS QUESTION PAPER CONSISTS OF 12 PRINTED PAGES INCLUDING FRONT PAGE*

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**PART A (Total: 20 marks)****MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL Questions****Please use the OMR sheet provided**

1. What is Sous Vide?
  - A. A method of cooking to maintain their texture
  - B. Faster cooking equipment including a combi oven that can bake up to 32 loaves of bread in 10 minutes
  - C. A method of cooking food in plastic bag at lower temperature to reduce foodcost and improve flavour
  - D. Electronic inventory management including handheld barcode scanner
  
2. Where is the first place well run kitchen appeared?
  - A. France
  - B. Europe
  - C. England
  - D. Scotland
  
3. Below are the commercial foodservice industry nowadays, **EXCEPT**
  - A. restaurants
  - B. Institutional governmental
  - C. Supermarkets
  - D. Convenience stores
  
4. Choose the statement that best describes the commissary foodservice system :
  - A. The type of foodservice found on military bases
  - B. Central production kitchen with centralized food purchasing and delivery of prepared to service
  - C. To reduce time and labor cost, foodservice managers began to purchase some foods with "built" in labor
  - D. To improve the productivity

5. An example of an output is
- A. Rye bread for a bakery
  - B. Fresh tomatoes for a saucier
  - C. Papers for a book publisher
  - D. Vegetables seeds for a farmer
6. Which component of the systems model is best representing the master menu:
- A. Feed back
  - B. Memory
  - C. Controls
  - D. Outputs
7. The primary reason why managers of conventional foodservices make changes in the form of food purchase is
- A. To improve productivity
  - B. To improve quality of outputs
  - C. To reduce the food cost
  - D. To reduce production time
8. Below is the function performed b foodservice managers:
- i. Ensuring quality, safety and sanitation af all food prepared
  - ii. Preparation of financial reports
  - iii. Develop and control of operational and capital budgets
  - iv. Selection, orientation and provision of ongoing training and supervision of staff.
- A. i, ii and iii
  - B. ii, iii and iv
  - C. i, iii and iv
  - D. All above

9. Which of the following best defines the static menu?
- A. A menu with a descriptive wording
  - B. A promotion menu on the daily specials
  - C. A menu at the entrance of the restaurants
  - D. A set of menu with the same offerings every day
10. The type of menu selected for the business unit within a foodservice facility is influenced by
- A. The selection of food and its dining concept
  - B. By the customers after it has been served
  - C. The owner of family members
  - D. By soliciting verbal comments from customers
11. Production schedule can be defined as
- A. Detailed list of food items to be produced for the staff for specific period of time
  - B. Appropriate nutrient content planning for food processing on daily basis
  - C. A schedule of finish product in between process of portioning
  - D. Detail food delivery arrival time from kitchen to guest table
12. Portion control is used for
- A. Forecasting method and production schedule
  - B. Contain cost and ensure nutrient composition on menu item
  - C. Transformation of final product
  - D. Factor analysis and communication

13. Every organization has its own requirement for delivery and service based on

- i. Type of foodservice
  - ii. Style of service used
  - iii. Skill level of available personnel
  - iv. Microbial safety
- A. i, ii and iii
  - B. ii, iii and iv
  - C. i, iii and iv
  - D. All above

14. Food is prepared in the main kitchen. Trays are assembled and sent from the main kitchen. This is called

- A. Cafeteria-type service
- B. Centralized foodservice
- C. Convenience foodservice
- D. Scrambled system

15. Below are the example of On-Premise Catering

- i) Hospital catering
  - ii) Private or nonprofit caterers
  - iii) Cultural Institution
  - iv) Supermarket catering
- A. i, iii and iv
  - B. ii,iii and iv
  - C. i, ii and iii
  - D. All above

16. Below is the usually question caterers must ask before take any order, EXCEPT

- A. Location
- B. Budget
- C. Space and size
- D. Personal loan

17. Which inventory record is best to assure that appropriate authorization of storeroom issues has been granted?
- A. Receiving record
  - B. Purchase order
  - C. Invoice
  - D. Requisition
18. In perfecting the art of negotiation in purchasing, buyer have to
- A. Offer to take the vendor out to lunch
  - B. Be diligent in seeing the products of its best value for the organization and vendor
  - C. Select item that does not meet the bid specification
  - D. Guarantee getting free gift for the organization over their negotiation
19. One of the objectives of work design is
- A. Decreased cost of goods produced
  - B. Decreased cost of operations
  - C. Increased employee satisfaction
  - D. Increased level of output
20. From the perspective of durability and clean ability, which of the following would be the best choice for a production facility's wall covering
- A. Ceramic tile
  - B. Fiberglass reinforced panels
  - C. Stainless steel
  - D. Wallboard painted with washable enamel

**PART B (Total : 20 marks)****TRUE OR FALSE (T/F)****INSTRUCTION: Answer ALL Questions****Please use the answer booklet provided**

1. Socioeconomic, trends and demographic changes affect the foodservice industry.
2. The objective of foodservice organization is the foundation on which all decisions should be made.
3. Classification of foodservices consists of commercial and non-commercial foodservice
4. Commissary system is also known as "kitchen-less kitchen" system.
5. System is the interdependent parts that made up the whole organization.
6. System theory is the process required to change inputs into outputs
7. Managerial effectiveness maybe measured by how well the organization achieves its objective over time.
8. Critical control point (CCP) is any point or procedure in a specific food system where lost of control maybe resulted in an unacceptable health risk.
9. Cycle menu is defined as recycle food product to ensure minimization of food cost.
10. Food service operation menu can help to create an image of the establishment.
11. Productivity is define as a measure the output of the goods or services in relation to the input of resource.
12. Production planning minimizes production problems and maximizes product Quality
13. Drive-Thru Pick up is the meals or snacks that are assembled and carried on a tray to individual consumers by an employee.
14. Centralized Delivery-service system is prepared in bulk quantities of prepared foods are sent hot or cold to serving galleys or ward assembly take place.
15. Catering can be divided into two types On Premises and Off Premise
16. On premises catering occurs when the event is help away from the caterer's place of business such as privates home.



17. Physical inventory method is used to measure the total amount produced by a recipe
18. Requisition of item transfer should be numbered and made out in duplicate and triplicate as the situation require unless a computer assisted program in used.
19. Dining room furnishing and tabletop items should be pleasing, durable, serviseable and easy to maintain.
20. Successful maintenance of equipment requires definite preventive maintenance plans to prolong its life and maintain its usefulness.

## PART C [Total: 30 marks]

## SHORT ANSWER/SHORT STRUCTURED

INSTRUCTION: Answer ALL questions from PART C.

## QUESTION 1

Mush and Molasses	Commisary system	Banquet
Menu pattern	Prospectus	Requisition
regulation	Pellet	reheating
Cost-Plus Purchasing	Self service	Menu Plan
Rechaud	Ready-prepared system	Airlines Caterer
Large School/franchised restaurant	Blanket Purchase Agreement	Quality Assurance Standards
American service	legal	Just-in Time Purchasing

- a) Menus in eighteenth-century American Hospital included \_\_\_\_\_ for breakfast on Monday, Wednesday and Friday also for supper on Monday, Wednesday, Thursday and Saturday.
- b) \_\_\_\_\_ for accrediting its member facilities to ensuring quality care and service.
- c) \_\_\_\_\_ is a central production kitchen or food factory with centralized food purchasing and delivery to off-site facilities for final preparation. Typical users of this system are \_\_\_\_\_ and \_\_\_\_\_.
- d) \_\_\_\_\_ also known as cook/chill or cook/freeze systems and stored for a \_\_\_\_\_ at later time.
- e) \_\_\_\_\_ an authoritative directive. A \_\_\_\_\_ restriction set forth, or promulgated, by a government agency.

- f) \_\_\_\_\_ is an outline of food to be included in each meal, and the extent of choice at each meal. A \_\_\_\_\_ refers to the number of dining options offered within a specific time period.
- g) \_\_\_\_\_ is a preheated metal disk used to maintain the temperature of an individual portion of plated hot food.
- h) \_\_\_\_\_ is a small heater placed on a small table that used for table side temperature maintenance of hot foods.
- i) \_\_\_\_\_ an elaborate, intensive feast where the service and menu are preset for a given number of people for a specific time of day.
- j) \_\_\_\_\_ is a provision of food and service for a special event that usually involves feeding a large number of people at one time.
- k) \_\_\_\_\_ an interdepartmental form used to request desired products including food and supplies.
- l) \_\_\_\_\_ a buyer agrees to buy certain items from a purveyor for an agreed-on period of time based on a fixed markup over the vendor's cost.
- m) \_\_\_\_\_ is written description that details all aspects of the situation under consideration and helps other professionals on the planning team understand the exact needs of the foodservice department.

**[30 marks]**

**PART D [Total: 30 marks]**

**INSTRUCTION:** Answer ALL questions. This section consists of **FOUR (4)** questions.

Please use the answer booklet provided

**QUESTION 1**

Develop a standardized recipe format showing all information that should be included in it. Explain all these information

**[10 marks]**

**QUESTION 2**

Briefly explain **THREE (3)** advantages of On- Premise catering

**[6 marks]**

**QUESTION 3**

Briefly explain **TWO (2)** variations on methods of purchasing

**[6 marks]**

**QUESTION 4**

Briefly explain factors that influence the amount of refrigerated and freezer needed.

**[8 marks]**

**END OF QUESTION PAPER**



