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ONLINE FINAL EXAMINATION**

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:
 - i. Student Full Name
 - ii. Identification Card (I/C) No.
 - iii. Class Section
 - iv. Course Code
 - v. Course Name
 - vi. Lecturer Name
5. 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 examination paper consists of **16** 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 tasks of procurement?

- i. Selling
- ii. Selecting
- iii. Inspecting
- iv. Controlling

A i, ii

B ii, iii

C i, ii, iii

D ii, iii, iv

2. _____ refers to the total dollar volume sales for which a given server has been responsible in a given time period such as meal period a day or by week.

A Total sales per seat

B Total sales per server

C Total sales per covers

D Total sales per category

3. Which is the **TRUE** step that is involved in procurement process?

A Define business wants.

B Buyer evaluation and selection.

C Development purchased strategy.

D Negotiation and award of contract.

4.

Salaries, Wages, Employee Benefits

Statement 1.0

In Statement 1.0 above are example of variable costs in the hospitality industry and are used to show _____.

- A fixed cost
- B sales cost
- C payroll cost
- D controllable cost

5. Which of the following types of operations are generally considered as part of the commercial segment in the hospitality industry?

- i. Casinos
- ii. Hospital
- iii. Cafeterias
- iv. Military camp

- A i, iii
- B ii, iv
- C i, ii, iii
- D ii, iii, iv

6. _____ is a cost of an item after cooking, trimming, portioning and cleaning and it is useful to represent the real cost based on product yield.
- A Portion size
 - B Raw material
 - C Edible portion
 - D As purchased
7. What is the definition of independent purchasing?
- A Done by unit or department of an organization.
 - B Done by group or many departments of an organization.
 - C Done by two people or two department of an organization.
 - D Done by one person or one department of an organization.
8. Which of the following is an activitiy involved in audit trail?
- A Account.
 - B Banquet.
 - C Storeroom.
 - D Maintenance.
- 9.

- *Estimate quantities need*
- *Developed purchase order*
- *Select and negotiate with vendor*

Statement 2.0

All above statements are referring to _____.

- A issuing procedures
- B storing procedures
- C receiving procedures
- D purchasing procedures

10. Which of the following is the **TRUE** definition of purchasing?
- A Selling for item and services by withdraw some value to get something.
 - B Paying for item and services by withdraw some value to get something.
 - C Storing for item and services by withdraw some value to get something.
 - D Controlling for item and services by withdraw some value to get something.
11. Which of following is an example of carbonated wines?
- A Rose wine.
 - B Blush wine.
 - C Fortified wine.
 - D Sparkling wine.
12. How does quality standard in establishing standards for beverages purchasing be measured?
- A Call brand and pouring name.
 - B Call waiter and pouring name.
 - C Call brand and pouring brand.
 - D Call waiter and pouring brand.
13. Grapes are normally used in wine making. Besides that, it can also be made using apples, _____ and berries.
- A corn
 - B pears
 - C barley
 - D orange

14.

Grain is mashed and steeped in water for several days until it begins to germinate. This process also converted into a type of sugar called as maltose.

Statement 3.0

Statement 3.0 is referring to _____ process.

- A drying
- B malting
- C heating
- D brewing

15. How to determine order quantities in beverages purchasing?

- A Single order method.
- B Perpetual order method.
- C Service with order method.
- D Triplicate checking method.

16. What is the advantage of using electronic method for recording food sale?

- A Increase clerical errors.
- B Exist duplication of work.
- C Reduces productivity and increase labour cost.
- D Generates sales history quickly without any mistakes.

17. Which of the following is **NOT** an example of 'The Void Sheet'?

- A Careless server.
- B Standard portion.
- C Overworked cook.
- D Indifferent with menu.

18.

Process in which manager use data and intuition to predict what is likely to occur in future.

Statement 4.0

Statement 4.0 is referring to _____.

- A sale person
 - B sale forecast
 - C sale discount
 - D sale agreement
19. Which of the following is **NOT** a step of forecasting portion sales?
- A Unpredict total anticipated volume.
 - B Forecast the anticipated number of sales of each item on the menu.
 - C Estimate the total business volume that may be anticipated for the day or dates for which the forecast is being prepared.
 - D Judge the extent to which these conditions will exist and affect sales on the particular date for which one is preparing the forecast.

20.

- *Need training for skill*
- *Need internet connection*
- *Need more space for working*

Statement 5.0

Statement 5.0 are referring to _____.

- A electronic cash register
- B point – of – sale system
- C triplicate checking system
- D duplicate checking system

[20 MARKS]

PART B

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

Answer ALL questions in Answer Sheet.

Temperature	Material assets	Inventory control	Cost of food available	Thawed
Refrozen	Limited access	Receiving	Perishable food	Water damage
Perpetual inventory	Check brands	Authorized person	Invoice	Storeroom issues
Receiving personnel	Direct issues	Predetermined purchased point	Requisition system	Ensure accessibility

1. _____ can be defined as an activity for ensuring that products delivered by suppliers are those that were ordered. This process involves more than just acceptance of and signing for delivered product.
2. Remove the records of the order from the file when a delivery arrives and compare it with the _____ presented by the delivery driver to verify that quantities, qualities, and prices on the document confirm to the order.
3. Complete the following before the delivery driver leaves the premises. _____, dates, or both as appropriate to verify that the quality of beverages delivered conforms to the invoice..
4. Receivers should always examine packages for leakage or other forms of _____. This could indicate that the package contents are unusable. If the package, especially cans, is swollen, the contents are probably spoiled and receivers should reject the shipment
5. Receivers should also be careful that they do not receive merchandise that has been _____. In addition, they should be on the lookout for supposedly fresh merchandise that is actually slacked out for example thawed product, and made to appear as if it is fresh.

6. Train the _____ to being familiar with food products and quality, must be able to detect old products, excess shrinkage, short weights and products that do not meet specification.
7. To _____ of products when needed, the storage facility must be organized so that each individual brand and product can be found quickly.
8. There are three things that must be controlled in the dry temperature storage, which are humidity, _____ and light.
9. _____ should be held in refrigerated or frozen storage for preservation of quality and nutritive value immediately after delivery and until use.
10. Frozen food should be _____ completely before cooking. The function of this process is to minimize bacterial growth and avoid from food poisoning.
11. The types of procedures that can be used to keep the storage area secure are _____, lockable storage area, behind the bar storage, storeroom key control and closed-circuit television (CCTV).
12. To ensure that the essential issuing standards identified previously will be met, it is necessary appropriate standards procedures for issuing beverages by establishing par stocks for bars and setting up the _____.
13. Food and beverages that are received but not used on the day of purchased are identified as _____; these products are issued from a storage area when needed for production or service.
14. To achieve issuing objectives, managers must establish two essential standards for issuing beverages; which are issues quantities must be carefully set and beverages must be issued only by _____.

15. Purchased which are sent directly to the kitchen for use on the same day or the next are usually referred to as _____. To maintain accurate food cost information and better control, this method should be limited to food that will be use on the day it is delivered.
16. Inventory is a record of _____ owned by an organization and supported by the actual presence of product in the storage areas.
17. Par level is also known as _____.
18. Beginning Inventory is plus to purchases and equal to _____.
19. A _____ keeps purchases and issues continuously recorded for each product in storage so that the balance in stock is always available at all times
20. _____ records must include adequate procedures to provide the foodservices manager with up to date and reliable data on costs of operation.

[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 **five (5)** other names of buyer and supplier.

(5 marks)

QUESTION 2

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 establish 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 relationship.

Determine **five (5)** techniques to identify supply sources.

(5 marks)

QUESTION 3

Specification writing requires a team approach and generally includes the foodservices manager, dietitian, procurement and production unit heads, buyer, cook or chef and often financial manager. A specification can be simple or complex, depending on the type used; the brand name type is the simplest and the technical type is the most complex.

Identify **five (5)** good criteria of purchase specification.

(5 marks)

QUESTION 4

Interpret **five (5)** terms of payment method below:

- i. Cash
- ii. Cheques
- iii. Debit card
- iv. Credit card
- v. Traveller cheque

(5 marks)

QUESTION 5

Point-of –sale systems (pos system) are computerized system incorporating registers, computers and peripheral equipments, usually on a computer network. These systems keep track of sale & can generate records used in accounting and book keeping.

Discover **five (5)** advantages of using point-of-sale system in food service operation.

(5 marks)

QUESTION 6

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

Prepare **five (5)** main criteria when using duplicate checking method.

(5 marks)

QUESTION 7

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 simple; to increase profitability per guest.

Sketch **one (1)** diagram of menu engineering concept and explain **four (4)** elements from the diagram.

(5 marks)

QUESTION 8

Regardless if you are a long-term seasoned Food and Beverage 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 you can leverage to manage your business expense and boost profitability.

Analyse **five (5)** different ways in menu analysis.

(5 marks)

[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 430.45, Sales RM 2547.45.
Round your answers to the nearest tenth of a percent.
(2 marks)
- ii. Calculate cost when Cost Percent 30.50%, Sales RM 680,920.50.
(2 marks)
- iii. Calculate sale when Cost Percent 15.55%, Cost RM 439,691.55.
(2 marks)
- iv. Calculate the average check from the following data; Sales RM 870,320.40,
Number of Customers 1893.
(2 marks)
- v. Calculate seat turnover when 695 customers served during that one
Sunday meal and the restaurant has 75 seats.
(2 marks)

QUESTION 2

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.

ITEM	QUANTITY SOLD	SELLING PRICE PER UNIT (RM)	TOTAL SALES (RM)
HOT DRINK			
Green tea	20	3.90	? (i)
Lemon tea	21	2.50	52.50
Hot chocolate	22	4.50	99.00
Caramel coffee	23	4.90	112.70
COOL ICE			
Lemonade	24	4.50	108.00
Apple pops	25	4.90	122.50
Root beer float	26	5.50	143.00
Blue lemon lagoon	27	4.90	132.30
FRESH FRUIT JUICE			
Orange	28	4.90	137.20
Asamboi	29	4.90	142.10
Pineapple	? (ii)	5.90	177.00
Watermelon	31	5.90	182.90
FEEL FREEZE MILKSHAKE			
Oreo	32	7.90	252.80
Banana	33	6.90	227.70
Coconut	34	6.90	234.60
Hazelnut	35	? (iii)	276.50
TOTAL	? (iv)	RM 86.80	? (v)

Figure 1.0: DOTS Bistro Daily Sales Report

By using the DOTS Bistro 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 Green Tea (Hot Drink)?
(2 marks)

- ii. What is the quantity sold for Pineapple (Fresh Fruit Juice)?
(2 marks)

- iii. What is the selling price per unit for Hazelnut (Feel Freeze Milkshake)?
(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 MARK]

END OF QUESTION PAPER