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FINAL EXAM

COURSE	:	FOODSERVICE OPERATION
COURSE CODE	:	DCA 3153
EXAMINATION	:	APRIL 2016
TIME	:	3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **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. OMR Form
 - iii. Answering Booklet

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO
THIS QUESTION PAPER CONSISTS OF 10 PRINTED PAGES INCLUDING FRONT PAGE

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

1. Below are the function of kitchen, **EXCEPT**
 - a. Cooking
 - b. Production of food
 - c. Economically hygienic catering
 - d. Food inventory

2. Commercial segment consist of establishments that are open to the public, Below are the examples of commercial establishments, **EXCEPT**
 - a. Airport restaurant
 - b. Fine-dining restaurant
 - c. Fast-food restaurant
 - d. Home cooking

3. One of the examples of _____ segmentation is fast food restaurant :
 - a. Commercial Foodservice
 - b. Institutional
 - c. Non-commercial Foodservice
 - d. Government

4. _____ is a multi-billion dollar industry which continues to grow rapidly in many countries
 - a. Fast food
 - b. Kopitiam
 - c. Dining Car
 - d. Brasserie

5. According to Spears (2002), system can be defined as.
 - a. A set of component that work solely to achieve different goals
 - b. A subsystem that help to solve problem
 - c. A set of interdependent parts that works together to achieve a common goal
 - d. An objective to achieve only one goal

6. Which one of the following is in the correct sequence for Integrated Foodservice System?
- Storage→Preparation→Cooking→Serving→Dining→Clearing→Dish wash
 - Storage→Preparation→Cooking→Holding→Transport.
 - Transport→Storage→Regeneration→Service→Dining→Clearing→Dish wash
 - Storage→Regeneration→Service→Dining→Clearing→Dish wash
7. Below are the component of foodservice system, **EXCEPT**
- Input
 - Output
 - Transformation
 - Transformers
8. Management process comprises of the activities of _____.
- planning, organizing, leading and communicating
 - programming, organizing, leading and controlling
 - planning, emphasize, leading and controlling
 - planning, organizing, leading and controlling
9. Menu planning for consideration to the customer in foodservice establishment, **EXCEPT**
- Food characteristic and sensory attributes
 - Food habits and preferences
 - Nutritional requirements
 - Menu analysis
10. Du jour Menu is
- Each menu items is charged separately
 - The terms refer to a menu composed of special dishes offered on that day
 - Repeated menu cycle for a week or more depends on the organization
 - Set menu from appetizer till dessert with fix menu from the organization
11. What is HACCP_____.
- Hazard analysis critical control post
 - Hazard analysis critical control point
 - Hectic analysis critical control point
 - Hazard analysis convenient control point

12. Food production forecasting is .

- a. A prediction of menu
- b. A prediction of food needs for a day or other specific period of time
- c. A prediction of data analyze
- d. A prediction of difficulties

13. Definition of wait service:

- a. Counter, table- American, French, Russian, family, banquet
- b. Cafeteria – traditional, free flow, or scramble; machine vended etc
- c. Centralized or decentralized
- d. Off- premise or on-premise delivery

14. Identify 4 style of service:

- a. Self-service, tray service, wait service and drive-up facilities or portable service
- b. Self-service, tray service, wait service and fine-dining service
- c. American service, tray service, wait service and drive-up facilities or portable service
- d. Self-service, tray service, French service and drive-up facilities or portable service

15. What is service management?

- a. Service Management is a customer-focused approach to delivering information technology
- b. Service Management is a customer-focused approach to delivering service
- c. Service Management is a customer-focused approach to delivering food
- d. Service Management is a management enhance program

16. What is Catering?

- a. Catering is the activity of providing information system for events
- b. Catering is the activity of providing standard operating procedure for events
- c. Catering is the activity of providing food and beverage for events
- d. Catering is the activity of providing entertainment for events

17. Identify term of Specification

- a. An act of spending power to subordinates
- b. An act of allocating task
- c. An act of planning things
- d. An act of describing or identifying something precisely or of stating a precise requirement

18. What is a work area?

- a. A place where staff is allocated to do task as assign for
- b. A place where staff is required to collect sales
- c. A place where staff is going to communicate and have an exchange of ideas
- d. A place where staff going to meetings

19. Identify the role of purchasing managers, **EXCEPT**:

- a. Forecasting levels of demand for services and products to meet the business needs and keeping a constant check on stock levels
- b. Conducting research to ascertain the best products and suppliers in terms of best value, delivery schedules and quality
- c. Processing payments and invoices
- d. Making sure dining area is running smoothly

20. _____ is an analysis of the ability to complete a project successfully.

- a. Start early on searching the venue
- b. Make a payment for the venue
- c. Feasibility Study
- d. Search about the place history

PART B (20 marks)**FILL IN THE BLANKS****INSTRUCTION: Answer ALL questions**

Decisional role	Transformation	planning	System	Interpersonal role
Human skill	Reward power	Table d'hôte	Limited menu	Controlling
Technological advances	Foodservice industry	Informational role	Du jour menu	Legitimate power
Transactional	Expert power	Output	Referent power	Organizing
Input	Children menu	Coercive power	Haccp	Leading

1. _____ where food is served outside of the home.
2. Food service system have benefited from _____ with introduction of computer system and use of robotic in some hospitality industry.
3. According to Spears (2001), _____ can be defined as a set of interdependent parts that work together to achieve a common goal.
4. The _____ of the foodservice system is the human and physical resources that are transformed to produce the output.
5. In the foodservice model, _____ includes the functional of subsystem of the foodservice operation, managerial functions and the linking processes.
6. _____ includes defining goals, establishing strategy and developing plans to coordinate activities.
7. _____ determine what tasks are to be done, who is to do them, how the tasks are to be grouped, who reports to whom and where decisions are to be made.
8. _____ includes motivating subordinates, directing others, selecting the most effective communication channels and resolving conflicts.
9. _____ includes monitoring activities to ensure that they are being accomplished as planned and correcting any significant deviations.
10. An _____ helps the manager in managing the organization smoothly.
11. An _____ assists the manager in receiving and communicating information to make the right decision.

12. A _____ assists managers in making decisions that solve problem or analyze and take advantage of opportunity.
13. _____ influences other by controlling things they want, such as money, acceptance, praise, promotions and status.
14. _____ influences others through the possession of knowledge of skills that is useful to others.
15. _____ influences others through the possession of characteristics or traits others find attractive, such as status, money, physical appearance and fame.
16. _____ influences others by controlling experiences they find unpleasant or unwelcome such as pain, ridicule, penalty, rejection and denial of reward.
17. _____ influences others by means of a position that tradition or society endows the rights to influence. This includes formal positions such as that of a president, general or supervisor.
18. _____ It is a French term for the menu on the day. The terms refer to a menu composed of special dishes offered on that day.
19. This menu offers only about six to twelve entrées, to save on labors cost and food waste. Usually only the most popular items are included. _____
20. Complete meal, usually including dessert and beverages, offered for a single fixed price.

PART C (30 marks)**SHORT ESSAY****INSTRUCTION: Answer ALL questions****QUESTION 1**

Define the following terms.

Food borne illness

Foodservice

Top manager

Interpersonal roles

Human skills

(5 marks)

QUESTION 2List **FIVE (5)** types of managers in an organization.

(5 marks)

QUESTION 3Identify **FIVE (5)** types of menu designed by foodservice restaurant.

(5 marks)

QUESTION 4Analyze **FIVE (5)** types of restaurant in foodservice industry.

(5 marks)

QUESTION 5There are many factors that supporting the growth of foodservice industry, list **FIVE (5)** of the common factors that supporting the growth.

(5 marks)

QUESTION 6List **FIVE (5)** types of ineffective management in an organization.

(5 marks)

PART D (30 marks)**LONG ESSAY****INSTRUCTION: Answer 2 questions only****QUESTION 1**

Management process is a crucial step in becoming a great leader or manager. This allows them to identify all the unnecessary problems arise to be solved by the responsible people.

- a. Analyze and explain **Four (4)** type of management process. (8 marks)

- b. List down **Four (4)** dimension of effective management. (7 marks)

QUESTION 2

Foodservice may be defined as the provision of food and beverage ready for consumption away from home in the other words, any establishment that provide foods regularly outside home considered as foodservice.

- a. Identify foodservice segmentation and examples of each segment. (10 marks)

- b. List down **FIVE (5)** trend that is affecting the foodservice industry. (5 marks)

QUESTION 3

The menu, a list of food items, serves as primary control of the foodservice operation, and is the core common to all functions of the system. The menu controls each subsystem and is the major determinant for the budget.

- a. Identify each menus planning consideration. (10 marks)

- b. List down **FIVE (5)** advantages of standardize recipes. (5 marks)

QUESTION 4

The application of systems concepts has been used to facilitate problem solving and decision making for managers. The systems approach focuses on the totality of the organization rather than its processes or parts. It considers the impact of both the internal and external environment on the organization.

- a. List down **three (3)** fundamental implication of the term system (3 marks)
- b. Identify **three (3)** components of foodservice systems. (6 marks)
- c. Explain **three (3)** evolutions of foodservice systems. (6 marks)

“KERTAS PEPERIKSAAN TAMAT/ END OF QUESTION PAPER”

