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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : FOODSERVICE OPERATION**  
**COURSE CODE : DCA 3153**  
**EXAMINATION : OCTOBER 2017**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of FOUR(4):
  - PART A (20 Marks)
  - PART B (20 Marks)
  - PART C (30 Marks)
  - PART D (30 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. Answer Booklet
  - iii. Objective Answer Paper
  - iv. True and False Answer Paper
  - v. Worksheet Additional (Appendix 1)

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

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

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## PART A (Total: 20 marks)

## MULTIPLE CHOICE QUESTIONS

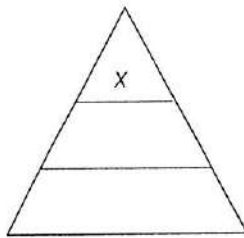
INSTRUCTION: Answer ALL Questions

Please use the OMR sheet provided

1. Non commercial foodservice also known as?
  - A. Military Foodservice
  - B. On-site Foodservice
  - C. Off- site foodservice
  - D. Profit Foodservice
  
2. In medieval time, most types of organization where the quantity food production was the rule are influence some factors. What is the factor?
  - A. Religious order and Royal Household
  - B. Culture and Lifestyle
  - C. Geographic and population
  - D. Religious order and Royal Household
  
3. Which statement is the best to describe about Off-premises foodservice?
  - A. Takes place at the caterer's place
  - B. Usually involved feeding a small number of people at one time
  - C. Held exclusively within the caterer's own facilities
  - D. Transports all of the food, serving products and personnel to a location other than the building of facility where the food is prepared
  
4. Below is the type of Casual dining, **EXCEPT**
  - A. Single Item Restaurant
  - B. Family Restaurant
  - C. Ethnic Restaurant
  - D. Fine Dining Restaurant

5. Choose the statement that best describes the Assembly foodservice system :
- A. Kitchen less kitchen
  - B. To improve the productivity
  - C. Central production kitchen with centralized food purchasing and delivery of prepared to service
  - D. To reduce time and labor cost, foodservice managers began to purchase some foods with "built" in labor
6. An example of an output is
- A. Vegetables seeds for a farmer
  - B. Fresh tomatoes for a saucier
  - C. Papers for a book publisher
  - D. Soft-roll for a bakery

7.



What is "x" based on coordination of managerial and organization level?

- A. First-Line manager
  - B. Middle manager
  - C. Top manager
  - D. Supervisor
8. Below is the formal authority and status of the manager, EXCEPT
- A. Informational Roles
  - B. Decisional Roles
  - C. Production Roles
  - D. Interpersonal Roles

9. Which of the following statement are related to disadvantage of cycle menu:
- i. Efficient use of equipment
  - ii. Standardizing preparation procedure
  - iii. Become monotonous if the cycle too short
  - iv. Includes unpopular items to frequently
- A. i and ii
  - B. i and iii
  - C. ii and iv
  - D. iii and iv
10. Which of the following best defines the semi selective menu?
- A. A menu that includes one or more selections in some of the menus categories
  - 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
11. The important element of production decisions
- A. Forecasting, Planning, production schedule
  - B. Preparation, assembly, holding
  - C. Controlling, managing, pursuing
  - D. Customer, ordering, costing
12. Production forecasting can be defined as
- A. Detail food delivery arrival time from kitchen to guest table
  - B. A schedule of finish product in between process of portioning
  - C. A prediction of quantity food needs for a day or other specific time period
  - D. Detailed list of food items to be produced for the staff for specific period of time

13. Which of the following statement is the best for delivery service

- i. Involves transporting prepared food items from the foodservice operation to the customer
- ii. Meal or snack that are assembled and carried on a tray to individual consumers
- iii. A fee often is charge for this service
- iv. hostess, host or maître d'hotel is responsible for seating guest in the dining room

- A. i and ii
- B. i and iii
- C. ii and iv
- D. iii and iv

14. Techniques being used by foodservice managers to involve employees for understand how the foodservice operation works and to find out what is happening in each unit.

- A. Tipping
- B. Mystery Shopper
- C. Cross training for staff
- D. The special Customer

15. Below are the examples of off-Premises catering, EXCEPT

- A. Dual restaurant catering
- B. Mobile catering
- C. Supermarket
- D. University

16. What types of catering below?

- Hospital  
Catering
- High School  
catering
- University  
Catering

- A. Off-Premises Catering
- B. Non Commercial catering
- C. On-Premises Catering
- D. Dual restaurant Catering

17. Which are the following are related to the Just in Time Purchasing (JIT)

- i. Include better space management and fresh product
  - ii. Must be carefully planned to ensure that shortages do nt occur
  - iii. Little product in inventory for as little as possible in an effort to maximize cash flow
  - iv. Also known as open-market buying
- A. i, ii and iii
  - B. ii, iii and iv
  - C. i, iii and iv
  - D. All above

18. What is the important activities exist within procurement subsystem:

- A. Purchasing, Receiving, Storage and Inventory control
- B. Planning, Organizing, receiving, Inventory control
- C. Staffing, Leading and Controlling
- D. Centralized and Decentralized

19. Below are basic consideration to ensure that a renovation will results in the most efficient operation possible are

- i) Work flow
- ii) Traffic flow
- iii) Energy used
- iv) Resource maximization

- A. i, iii and iv
- B. ii,iii and iv
- C. i, ii and iii
- D. All above

20. In features for kitchen, HVAC is stand for \_\_\_\_\_

- A. Hitting, ventilation, air circulating
- B. Heating, ventilation, air conditioning
- C. Heating, ventillation, air conditioning
- D. Healing, Ventiatiion, air conditioning



**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. More used of *sous vide* is the one of the trends in foodservice.
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. Referent Power sometimes called charisma and based on identification of followers with leader
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. Ingredient assembly is the ingredient room that design for measuring ingredients to be transmitted to the various department
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. Catering segment can be classified as Commercial only
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. Purchasing is the process of securing the right product for a facility at the right time and in a form that meets the standards for quantity, quality and price.
18. Specification is a technique being used by foodservice managers to involve employees in the total customer value concept
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**List down **FOUR (4)** component of Foodservice System**[4 marks]****QUESTION 2**State **FOUR (4)** responsibility of Middle Manager**[4 marks]****QUESTION 3**

Explain the meaning of recipe?

**[2 marks]****QUESTION 4**

Described the meaning of standardized recipe

**[2 marks]****QUESTION 5**a) Identify **FOUR (4)** factors the distribution of food from production to the customer.b) Give **FOUR (4)** categories of service in food distribution**[8 marks]****QUESTION 6**List down **THREE (3)** important element to be considered of Home-Based Catering**[3 marks]****QUESTION 7**Give **FIVE (5)** examples of Off-Premises Catering**[5 marks]****QUESTION 8**State **TWO (2)** types of arrangement for main cooking area**[2 marks]**

PART D [Total: 30 marks]

**INSTRUCTION:** Answer ALL questions. This section consists of TWO (2) questions.

Please use the answer booklet provided and worksheet additional

**QUESTION 1**

Menu	Number of Sold	Food Cost(RM)
Tomyam Seafood	38	5.00
Kailan Ikan Masin	45	4.50
Udang Goreng Tepung	12	3.00
Kerabu Mangga	27	3.50
Sup ekor	33	6.00
Sayur Chapchai	10	4.00
Roti Bakar	35	3.00
Pisang Sejoli	20	9.00

(Table 1)

Table 1 shows the number of menu items sold and selling price of listed menu at Baby Fahim Restaurant for the month of March 2017. Using menu engineering method to analyze the performance of the competing menu items, you would like to gain the insight of each menu item and offered suggestions for menu future improvement. To achieve such objectives, you must:

- a) Prepare and complete menu analysis work sheet. Please note that food cost percentage for Pilot Fahim Restaurant is 30%. Use the worksheet given (Appendix 1)

**[16 marks]**

- b) From your findings, offer suggestion to improve profits or performances of each of the competing menu item

**[4 marks]**

**QUESTION 2**

Briefly explain FIVE (5) factor need to be considered before Make or Buy decision in foodservice operation.

**[10 marks]**

**END OF QUESTION PAPER**

