



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

COURSE NAME : KITCHEN MANAGEMENT
COURSE CODE : DCA1033/DCA1043
EXAMINATION : DECEMBER 2021
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination 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 **13** printed pages including front page*

PART A

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

Answer ALL in Answer Sheet.

1. What is the definition of foodservice?
 - A Anything that related to the food.
 - B A room or space used for preparing foods.
 - C Act of buying or paying for an item or service.
 - D The provision of food and beverages which ready for consumption and away from home.

2. What is culinarian?
 - A The art of preparing and cooking foods.
 - B A person who is working in culinary arts.
 - C Anything related to or connected with cooking.
 - D An act either to receive or rejecting the product.

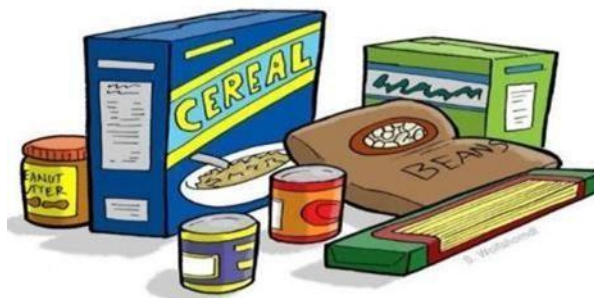


Diagram 1

3. Choose the correct storage for items in **Diagram 1**.
 - A Chiller.
 - B Freezer.
 - C Dry storage.
 - D Wet storage.

4. The art of preparing and cooking food is called as_____.
- A Cook.
 - B Service.
 - C Culinary art.
 - D Food production.
5. What kind of establishment that considered as a non-commercial hospitality?
- A Child care.
 - B Thistle Hotel.
 - C Regency Resort.
 - D Grand Beach resort.
6. It is a room or space that used for preparing and cooking food. This statement refers to?
- A Kitchen.
 - B Facilities.
 - C Storeroom.
 - D Foodservice.
7. Which of the following is categorized as military segmentation?
- A Motels and Resort.
 - B McDonald's and Pizza Hut.
 - C Blue Wave and Family Restaurant.
 - D Kajang Prison and Country Club Restaurant.
8. Non-commercial foodservice is supported by a host company or organization. These business are found in_____
- A Airports, train stations, and subways.
 - B Libraries, shopping centers, banks and pharmacies.
 - C Schools, prisons, the military and health care facilities.
 - D Basketball arenas, football stadiums and baseball stadiums

9. Which of the following is considered as central kitchen?
- A Commissary.
 - B Conventional.
 - C Assembly/Serve.
 - D Ready-Prepared.
10. How do activity in kitchen starts as in Food Production Flow?
- A Serving.
 - B Cleaning.
 - C Receiving.
 - D Purchasing.
11. What is the advantage of *Sous Vide* method?
- A Increase the shelf life.
 - B Food will be dry and hard to chew.
 - C All nutrients will loss during cooking process.
 - D Easy to contaminate other food during cooking process.

<p>The catering system that requires no on-site production is also known as kitchen less kitchen</p>
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Table 2

12. Which of the following is referred to the statement above?
- A Commissary.
 - B Conventional.
 - C Assembly serve.
 - D Ready prepared.

13. At what stage inspecting deliveries is being done?
- A Serving.
 - B Receiving.
 - C Preparation.
 - D Purchasing.
14. Why ready prepared system was applied in most large foodservice establishment?
- A Reduced need of skilled labor and decrease pressure.
 - B Equipment, utility cost and space requirement are minimal.
 - C Enhance the ambiance of the establishment and increase technological aid.
 - D Increase the employee turnover and decrease the recruitment of new employee.
15. Which one of the following is the typical user of assembly serve system?
- A Hospital.
 - B Airlines cafeteria.
 - C Independent restaurant.
 - D Health care institutions
16. What is the definition of commissary system?
- A Food are prepare on site, then chilled or frozen and stored for reheating.
 - B Fully prepared food are purchased, stored, assembled, heated and served.
 - C Raw food are purchased, prepared on site and served soon after preparation.
 - D A central production kitchen with food purchasing and deliver to satellite kitchen.
17. What are three methods Ready Prepared System used in order to maintain the food quality?
- A Cook/chill method, cook/freeze method and cook/dry method.
 - B Cook/chill method, cook/freeze method and cook/heat method.
 - C *Sous vide* (under vacuum), cook/steam method and cook/dry method.
 - D *Sous vide* (under vacuum), cook/chill method and cook/freeze method.

18. Select the correct sequences of kitchen activity in food production flow?
- A Cleaning > receiving > serving > purchasing.
 - B Purchasing > receiving > serving > cleaning.
 - C Cleaning > purchasing > serving > receiving.
 - D Receiving > purchasing > cleaning > serving.
19. What is the definition of commercial segment?
- A The foodservice that is not open to public by certain organization.
 - B The foodservice that generates 85% a profit sales of drinking and eating places.
 - C The foodservice operation is depending on the economy with disposable income.
 - D The foodservice that are convenience or necessity for employees, students, or patients.
20. This stage is to ensure customer satisfaction with good quality and attractive appearance of the product or service. This stage refers to?
- A Storing.
 - B Serving.
 - C Cleaning.
 - D Sanitizing.

[20 MARKS]

PART B

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

Answer ALL in Answer Sheet.

Cafeteria service	Roasted	Vending machine	<i>sorbet</i>	<i>French service</i>
Silver platter	Children menu	<i>Sous chef</i>	Brunch	<i>A la carte menu</i>
Standardized recipe	Home delivery service	<i>Table d'hote menu</i>	<i>Hors d'oeuvres</i>	Drive thru
Grilled	<i>Gueridon</i>	<i>Poissonier</i>	Menu	High tea
Self service	Cycle menu	<i>Entremetier</i>	<i>Saucier</i>	American service

1. Special menu designed and colored printed to present to patrons typically under the age of 12 refers to_____.
2. _____ is a complete meal, consisting of several courses usually including dessert and beverages.
3. It is the simplest provision for foodservices involved customer carrying their own food selection from place display or assembly area to dining area. This type of service is referred as_____.
4. This_____service is popular with fast food establishment to speed customer service and there is special drive thru lane provided for rush-in customers.
5. In_____the table is wheeled up beside the guests' table and the waiter will complete the preparation such as carving the meat item.
6. There are some extra charges that customer should pay for having_____.
7. _____is a combination of breakfast and lunch.

8. _____ refers to recipe that consistently delivers the same quality and quantity of product when followed precisely.
9. _____ service is movable service often known as trolley service that can be found in French service.
10. In cafeteria service, the _____ is the most suitable menu can be used.
11. Buffet service and _____ is one of the examples of a self-service in foodservice industry.
12. _____ is a style of service in which food is cooked and plated in the kitchen and the server is simply places the finished plate in frontt of the guest.
13. Prepare all hot appetizers in addition to soups, vegetables, pasta and noodles are the responsibility of _____.
14. Light ice cream made from a combination of fruit juice and liquor or wine to refresh the appetite before the next course is called _____.
15. Electronic machine commonly used to disperse a product such as beverages and snack items to a consumer after a certain amount of money has been put into a machine also known as _____.
16. In Russian service, the food is fully prepared and pre-cut in the kitchen and then is neatly arranged on _____ by the Chef.
17. Offer light buffet menu and certain food are served in small sized. This type of menu structure referred as _____.
18. *Rotisseur* are responsible to prepares _____ and braised meats and their gravies.

19. Pantry chef is responsible for cold food, including salads and dressing, pâtés, cold _____ and buffet items.
20. Basically an executive chef may spend a great deal of time working from an office, therefore he/she needs a _____ to be responsible for maintaining order in the kitchen.

[20 MARKS]

PART C

This part consists of **SEVEN (7)** questions.

Answer ALL in Answer Sheet.

QUESTION 1

a. What is *partie system*?

(1 mark)

b. Explain the responsibilities of the chef below:

i. Executive Chef

(2 marks)

ii. *Sous Chef*

(2 marks)

QUESTION 2

a. State the responsibilities of a person who is buying the goods from the right supplier.

(3 marks)

b. Name **three (3)** characteristics of non-perishable foods.

(3 marks)

QUESTION 3

a. Give any **three (3)** principles of design and layout.

(3 marks)

b. State **three (3)** factors to be considered in kitchen lighting system.

(3 marks)

QUESTION 4

a. What is dry-heat cooking method?

(1 mark)

b. State **four (4)** examples of dry-heat cooking method.

(4 marks)

QUESTION 5

a. List down **four (4)** equipment needed for receiving activities

(4 marks)

b. State the first **three (3)** steps in receiving process.

(3 marks)

QUESTION 6

a. Based from your understanding, explain Human Engineering.

(1 mark)

b. List down any **two (2)** responsibilities of Interior Designer.

(2 marks)

c. State any **four (4)** most common shapes that can be implemented to work area layout.

(4 marks)

QUESTION 7

Straight line arrangement is usually considered the best arrangement from a time and motion efficiency standpoint. State **four (4)** advantages of using the straight line arrangement assembly line flow for work area.

(4 marks)

[40 MARKS]

PART D

This part consists of **TWO (2)** questions.

Answer ALL in Answer Sheet.

QUESTION 1

As a foodservice manager in Hospital Sultan Ismail, you have to ensure that all areas within your supervision are clean and free from any accidents causes.

Thus, you are required to explain **five (5)** factors that can cause accidents in the kitchen.

(10 marks)

QUESTION 2

As an Executive Chef in the hotel, you need to purchase knives for your daily use in the kitchen.

Briefly explain any **five (5)** types of knives and their characteristics that are suitable use in the kitchen.

(10 marks)

[20 MARKS]

END OF QUESTION PAPER