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FINAL EXAMINATION**

COURSE NAME : FOODSERVICE OPERATION
COURSE CODE : DCA 3153
EXAMINATION : APRIL 2019
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR(4)**:
 - PART A (20 Marks)
 - PART B (20 Marks)
 - PART C (40 Marks)
 - PART D (20 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 Sheet
 - iv. True and False Answer Sheet
 - v. Worksheet Additional (Appendix 1)

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

This examination paper consists of 13 printed pages including front page

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PART A**MULTIPLE CHOICE QUESTIONS**

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

Answer ALL in Objective Answer Sheet.

1. Which country that state the earliest history of Foodservice Organisation?
 - A China.
 - B France.
 - C Europe.
 - D Canada.

2. How many segments can be classified in foodservice operation?
 - A 3
 - B 5
 - C 2
 - D 6

3. Which are the examples of Quick Service restaurant in Commercial Foodservice?
 - A Fine dining restaurants.
 - B Hotel and club foodservice.
 - C Fast food restaurant, cafeterias.
 - D Family restaurant, ethnic restaurant.

4. Which is the best service for fast food restaurant?
 - A Tray service.
 - B Table service.
 - C Room-service.
 - D Counter service.

5. Which statements describes the best meaning of system?
- A Is a method for problem solving or decision making.
 - B A set of interdependents parts that work together to achive common goals.
 - C A summary of an organization's purpose, customers, products and services.
 - D Is an application of systems theory to managing organizational systems or subsystems.
6. What is the meaning of Conventional Foodservice System?
- A Raw food are purchased, prepared on-site, and served soon after preparation.
 - B Cook/chill method is prepared and cooked by conventional or other method then quickly chilled for use at later time.
 - C Known as 'kitchen less kitchen', fully prepared foods are purchased, stored, assembled, heated and served.
 - D A central production system or food factory with centralized food purchasing and delivery to off-site facilities for final preparation.
7. Which statement states the primary responsibilities of First Line Managers?
- A To facilitate activities at the technical level.
 - B To coordinate activities that implement policies of the organization.
 - C Producing menu items and serving customers and responsible for supervising employees.
 - D They develop the vision for the organisation's future, are responsible for it overall management, establish operating policies, and guide organisational interaction with environment.
8. Which type of roles that manager need to has to ensure all the information become more effective?
- A Negotiator role.
 - B Decisional roles.
 - C Informational roles.
 - D Interpersonal roles.

9. What is the definition of menu?
- A An outline of food to be included in each meal and the extent of choice at each meal.
 - B The medium on which the menu presents the food selection to the restaurant, customer or clientele.
 - C Include component of organization's business plan such as mission, vision and philosophy.
 - D A detailed list of food items that may be offered (as in restaurant) or served (as in hospital), school or correction facility.
10. Which is the example of On-Premise catering?
- A Mobile Catering.
 - B Hospital Catering.
 - C Supermarket Catering.
 - D Dual Restaurant Catering.
11. Which objective of production decision that state efficiency is the process depends upon the control of costs for labor, material and facility use?
- A Efficiency.
 - B Customer service.
 - C Process characteristic.
 - D Product/ service quality.
12. What are the structures of purchasing?
- i. Cost-plus purchasing
 - ii. Centralized purchasing
 - iii. Just-in-time purchasing (JIT)
 - iv. Group and cooperative purchasing
- A i, ii
 - B i, iii
 - C ii, iv
 - D i, ii, iii

13.

- Daily patient census
- Patients on therapeutic diets
- Daily patient admissions and discharge

Figure 1

Based on the statement above, which type of organisation that need all of this information?

- A School.
- B Hospital.
- C Restaurant.
- D Vending Services.

14. Which type of skill that has the ability to view the organization as a whole, recognising how various parts depend on one another and how changes in one part affect other parts?

- A Human skills.
- B Technical skills.
- C Conceptual skills.
- D Connection power.

15. Based on the Figure 2, what is the types of catering below

- Supermarket Catering
- Dual restaurant-catering
- Mobile catering
- Convention and wedding

Figure 2

- A Indoor Catering.
- B Outdoor Catering.
- C On-Premises Catering.
- D Off-Premises Catering.

16. What is the type of cooking method that cooks without any liquid?
- A Dry heat.
 - B Radiation.
 - C Moist heat.
 - D Convection.
17. Which are the examples of moist heat method that usually use in foodservice organisation?
- A Grilling, stewing.
 - B Roasting, baking.
 - C Frying, pan frying.
 - D Boiling, simmering.
18. How many types of energy that needed to ensure affective use of energy in the foodservice system?
- A 2
 - B 3
 - C 4
 - D 5
19. Which are the important elements need to be considered for home-based catering to learn techniques on their job?
- i. Equipment
 - ii. Quality standards
 - iii. Professional training
 - iv. Unfair competitive advantage
- A i, ii
 - B i, iii
 - C ii, iv
 - D i, iii, iv

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

- A cafeteria service
- B centralized foodservice
- C convenience foodservice
- D decentralized foodservice

[20 MARKS]

PART B**TRUE AND FALSE**

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

Answer ALL in True and False Answer Sheet

1. Foodservice is defined in its broadest sense to mean all establishments where food is regularly served outside the home.
2. Impact of travel is an example of development of present day of foodservice.
3. Definition of kitchen is a room or space that used for preparing food.
4. The function of the kitchen in foodservice industry is to provide an environment of economics, hygienic catering and production of food.
5. Quick service restaurant consists of food and beverage business that compete for customers and profitable.
6. A full service restaurant is a restaurant in which customers are seated at a table, give their order to a server, and are served food at a table.
7. On premises catering occurs when the event is held away from the caterer's place of business such as at country clubs, picnics, business and private homes.
8. A system is a set of interdependent part that work together to achieve a common goal.
9. The changing of the foodservice industry continues to be shaped by socioeconomic, demographics shifts and the varying food habits and desire.
10. Responsibilities is a deligation from top to lower levels of management and the rights of managers to direct others and take action because of the position.

11. Table service is the best service for fine dining restaurant.
12. Unfair competitive advantage, professional training, equipment is the important elements to be considered of Home Based Catering.
13. The amount of time between completions of production until the time of service for Ready prepared cook/chill or cook/freeze foodservice system is early preparation, portioning, cook with bulk and long time preparation.
14. Example of Off-Premises Catering is Supermarket Catering, Dual restaurant-catering, Mobile catering, Convention and wedding.
15. The distribution of food from production to the customer depends on demographic factor.
16. Layout refers to pertains of material existence measured by weight, motion and resistance.
17. Physical refers to the broad function of developing the facility, including site selection, menu equipment requirements and other planning functions that will guide the project into reality.
18. Informal method also know as open-market buying
19. Examples of portables meal are off premises delivery and on-premises delivery.
20. Mystery shoppers are the person unknown to customers and employees who eat at restaurant and evaluate their own experiences and those of other customers.

[20 MARKS]

PART C

This section consists of **SEVEN (7)** questions.
Answer ALL questions in answer booklet.

QUESTION 1

Compare **two (2)** advantages and **two (2)** disadvantages of conventional foodservice system.

(4 marks)

QUESTION 2

A primary goal of a foodservice is to serve food that is pleasing to the clientele, you as a Manager at fast food restaurants need to identify both external and internal factors under consideration during planning the menus. Classify only **three (3)** internal factors need to be considered during planning the menus and give the examples to support your answer.

(6 marks)

QUESTION 3

Procurement is the first functional subsystem of the transformation element. In the foodservice organization, the person who responsible for procurement process needs to understand the management of procurement that involves in their organization.

a) Give **two (2)** of the management of procurements that involves in foodservice industry.

(2 marks)

b) Determine **four (4)** roles of purchasing manager in a foodservice operation and give example to support your answer.

(8 marks)

QUESTION 4

Determine **three (3)** differences between production scheduling and production decision

(6 marks)

QUESTION 5

State **four (4)** types of menu in foodservice industry.

(4 marks)

QUESTION 6

Give **two (2)** possible arrangements for vegetables preparation units.

(2 marks)

QUESTION 7

Classify **four (4)** techniques to maintain the quality service that can be used in service management.

(8 marks)

[40 MARKS]

PART D

This section consists of **ONE (1)** question.

Answer ALL questions in Answering Booklet and worksheet additional provided.

QUESTION 1

Menu	Number of Sold	Food Cost(RM)
Tomyam Seafood	39	5.00
Kangkung goreng belacan	43	4.50
Sotong Goreng Kunyit	15	3.00
Kerabu Pucuk Paku	25	3.50
Sup Ekor	35	6.00
Pak Choi Sos Tiram	10	4.00
Kacang Pool	35	3.00
Durian Goreng	20	9.00

(Table 1)

Table 1 shows the number of menu items sold and selling price of listed menu at Halofilik Restaurant for the month of June 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 Halofilik 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

- i) Star : Sustain the menu,
- ii) Plowhorse : Increase the selling price
- iii) Puzzle : Increases the promotion
- iv) Dog : change the menu item

(4 marks)

[20 MARKS]

END OF QUESTION PAPER

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