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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : FOODSERVICE OPERATION**  
**COURSE CODE : DCA 3153**  
**EXAMINATION : JUN 2023**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

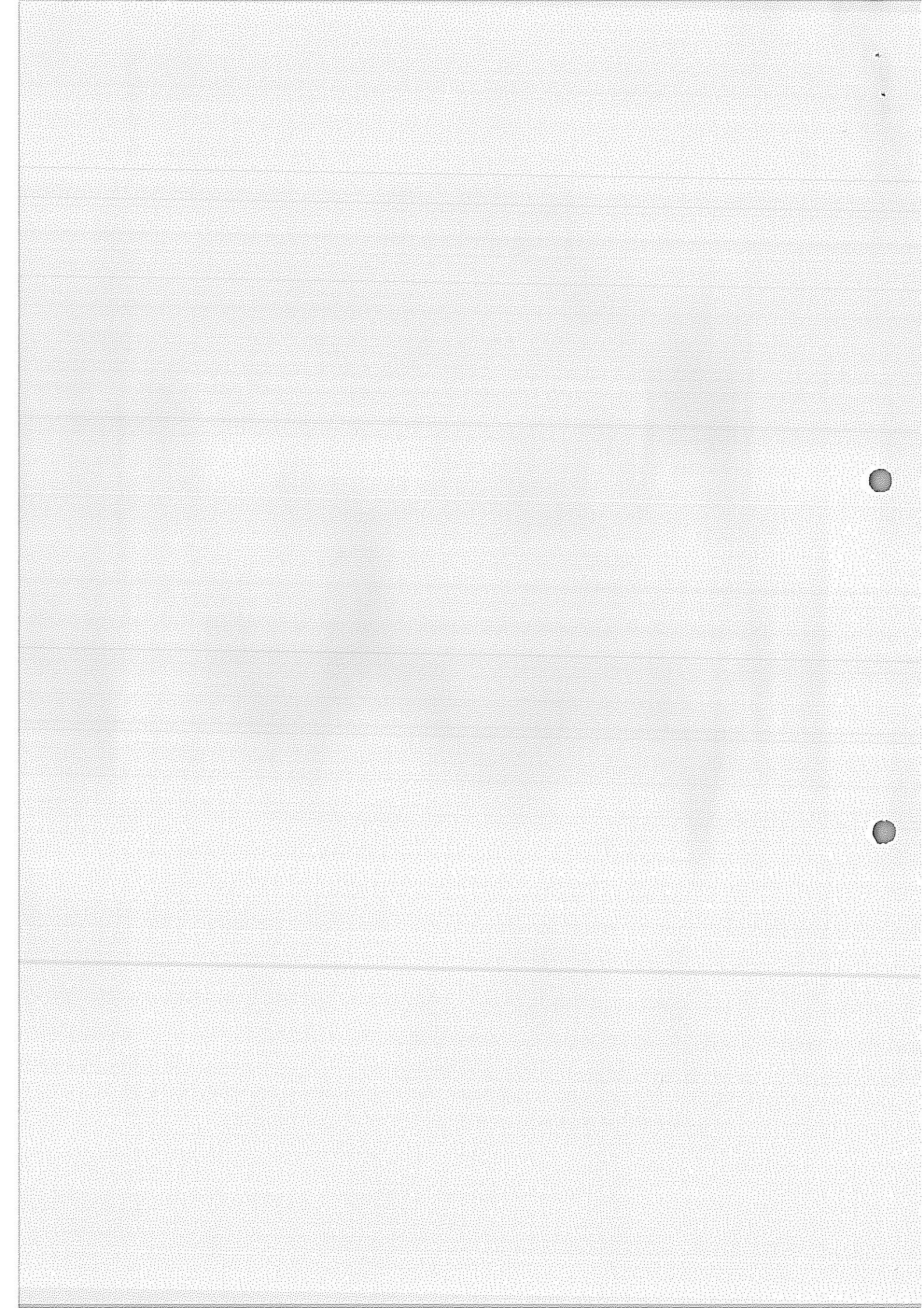
1. This question paper consists of **FOUR(4)** parts:
  - PART A (20 Marks)
  - PART B (30 Marks)
  - PART C (30 Marks)
  - PART D (20 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
  - i. Question Paper
  - ii. Answer Booklet
  - iii. True and False Answer Sheet
  - iv. 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*



**PART A**

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

Answer ALL in Objective Answer Paper.

1. Choose the best service for vending machine.
  - A Self-service.
  - B Tray service.
  - C Table service.
  - D Counter service.
  
2. What are the examples of Quick Service Restaurant?
  - A Fast food and fine dining.
  - B Ethnic restaurant and cafeteria.
  - C Family restaurant, fast food and cafeterias.
  - D Fast food, cafeterias, buffets and carryout restaurant.
  
3. A full-service restaurant is a restaurant in which customers are seated at a table and then the server will serve food to them. What are the examples of full service restaurant in foodservice industry?
  - A Fine dining restaurant, cafeterias.
  - B Casual dining, fast food restaurant.
  - C Ethnic restaurant, buffets, cafererias.
  - D Fine dining restaurant and casual dining.
  
4. What is the example of mobile catering?
  - A Food Truck.
  - B Industrial catering.
  - C On premise catering.
  - D Hotel and club foodservice.

5. Which statement is best to describe about on-premises catering?
- A Takes place at the caterer's place.
  - B Held exclusively within the caterer's own facilities.
  - C Usually involved feeding a small number of people at one time.
  - D Transports all of the food, serving products and personnel to a location other than the building of facility where the food is prepared.
6. Eylia's Seafood only sells seafood as a special meal and does not offer any other foods. What kind of restaurant concept does this restaurant provide to its customers?
- A Family Restaurant.
  - B Fine Dining Restaurant.
  - C Single Item Restaurant.
  - D Special Item Restaurant.
7. Providing customers with convenience, speed, and basic services at a lower cost. Give examples of a restaurant that uses this type of restaurant in commercial foodservice based on this statement.
- A Fast food and fine dining.
  - B Ethnic restaurant and cafeteria.
  - C Family restaurant, fast food and cafeterias.
  - D Fast food, cafeterias, buffets and carryout restaurant.
8. Warisan Mee Tarik specialises in Chinese cuisine. What type of restaurant did Warisan Mee Tarik provide to their customers?
- A Family Restaurant.
  - B Ethnic Restaurant.
  - C Single Item Restaurant.
  - D Special Item Restaurant.

9. Amir and his buddies were dining at a restaurant in Cameron Highland while on holiday. They serve themselves by taking food from the buffet table and bringing it to their table. Which services are implicated in this situation?
- A Self-service.
  - B Tray service.
  - C Table service.
  - D Buffet service.
10. Hyderabad Catering only offers food and service to their customers, and the event is held at their place. What kind of catering does they provide to her customers?
- A Club Catering.
  - B Private Catering.
  - C On-Premise Catering.
  - D Off-Premise Catering.
11. All meals that a customer orders will be delivered right away by Puan Dayanah, and it can either be hot or cold. Find out what kind of foodservice system that Puan Dayanah implements in her restaurant.
- A Commissary.
  - B Conventional.
  - C Assemblyserve.
  - D Ready prepared.
12. Mr. Adib opened the restaurant with the intention of creating a luxury restaurant with limited seating and highest quality of service, ingredient and atmosphere. What kind of restaurant is selected for this situation based on the statement?
- A Buffet Restaurant.
  - B Carryout Restaurant.
  - C Fast Food Restaurant.
  - D Fine Dining Restaurant.

13. Encik Fariz typically provides food and service for private party that feed just 30 persons only at Warisan Resort. This statement is best to describe?
- A Catering.
  - B Dinner Event.
  - C Bridal shower.
  - D Private party Catering.
14. Typically, food factories will hire microbiologists, such as quality assurance, to ensure that the food is safe for consumers to consume. Which type of system that food factories apply in this situation?
- A Commissary.
  - B Conventional.
  - C Assembly serve.
  - D Ready prepared.
15. Puan Hayati work as kitchen helper at hospital's café. Every day she will cook sambal nasi lemak in large quantities. Later, the sambal will be frozen in the freezer and used as needed. This technique is known as?
- A Cook chill method.
  - B Sous vide method.
  - C Cook freeze method.
  - D Cook served method.
16. What is the time span between the completion of production and the start of service for small restaurant?
- A Limited time.
  - B No on-premises preparation.
  - C Can be limited time following situation.
  - D Early preparation, portioning, cook with bulk and long time preparation.

17. What is the degree of meal pre-assembly prior to service for Brahim's Airline Catering?
- A Delivered immediately to the customer.
  - B Used blast chiller to maintain the quality of food.
  - C Immediately and temperature must be controlled.
  - D Immediately to the customer or can hold for a certain time.
18. How many catering segments are available in foodservice today?
- A 2
  - B 3
  - C 4
  - D 5
19. What is the definition of system that is used in today's foodservice industry?
- A A system is a transformation of input into output.
  - B A system is a method for problem solving during making a decision.
  - C A system is a set of theory that is combined with communication to achieve a target.
  - D A system is a set of interdependent parts that work together to achieve a common goal.
20. What kind of systems can supervisors use in their operations when using the special method for problem solving and decision making?
- A Open system.
  - B System analysis.
  - C System management.
  - D System philosophy or thinking.

[20 MARKS]

**PART B**

This part consist of **TEN (10)** questions.

Answer ALL questions in Answering Booklet.

**QUESTION 1**

This system is known as a "central production system". From this statement, discover the name of this system and choose only two examples of the typical foodservice that uses this system.

(3 marks)

**QUESTION 2**

Find out the only **TWO (2)** planning teams involved in the development of the cafeteria.

(2 marks)

**QUESTION 3**

Encik Rayyan has been the manager of Secret Recipe in Ipoh outlet for nearly two years. Assist Encik Rayyan in differentiating **TWO (2)** advantages and disadvantages of the system used in this restaurant.

(4 marks)

**QUESTION 4**

Classify the **TWO (2)** arrangements for vegetables preparation units.

(2 marks)



**QUESTION 5**

Find out who are the top member of management and discover **ONE (1)** job scope for this person.

(2 marks)

**QUESTION 6**

Ingredient control plays a significant role in production, along with food quality and quantity management. Identify the major aspect of ingredient control that can be used in production.

(4 marks)

**QUESTION 7**

Give **TWO (2)** advantages of using centralized ingredient assembly for foodservice operation.

(2 marks)

**QUESTION 8**

Give a definition of direct energy and give **TWO (2)** examples of direct energy that we use in our daily lives.

(3 marks)

**QUESTION 9**

Find **FOUR (4)** food preparation conservation practises that can be used to save money.

(4 marks)

**QUESTION 10**

Analyse **FOUR (4)** basic considerations to ensure that a renovation or new construction will result in the most efficient operation.

(4 marks)

**[30 MARKS]**

**PART C**

This part contains of **THREE (3)** questions.

Answer ALL questions in Answering Booklet.

**QUESTION 1**

- a. Identify **FOUR (4)** variations on methods of purchasing in procurement.  
(4 marks)
- b. Classify and explain the **FOUR (4)** make or buy product selection decisions during procurement.  
(6 marks)

**QUESTION 2**

- a. Give the definition of delivery service with **ONE (1)** example of delivery service that you know.  
(2 marks)
- b. Analyze the **FOUR (4)** best techniques that can be used in service management to improve service quality.  
(8 marks)

**QUESTION 3**

Encik Fadri has worked as the Head of Department (HOD) at Grand Paragon Hotel. He will be in charge of all management and operations at the facility especially in deciding all operations at front office department. Assist Encik Fadri in categorising decisional roles in order to improve management at Grand Paragon Hotel.

(10 marks)

**[30 MARKS]**

**PART D**

This part contains of **ONE (1)** question

Answer ALL questions in Answering Booklet and worksheet additional at appendix 1.

**QUESTION 1**

Menu	Number of Sold	Food Cost(RM)
Sup Ekor	40	5.50
Kailan Ikan Masin	45	2.50
Sotong Goreng Tepung	25	4.00
Kerabu Pucuk Ubi Kerang	35	3.50
Tomyam Campur	31	4.00
Sayur Chapchai	18	3.00

(Table 1)

Table 1 shows the number of menu items sold and the selling price of listed menu at Izzara's Restaurant for the month of July 2022. By 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 offer 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 Izzara's 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
  - ii) Plowhorse
  - iii) Puzzle
  - iv) Dog

(4 marks)

**[20 MARKS]**

**END OF QUESTION PAPER**

MENU ENGINEERING WORKSHEET

RESTAURANT : Izzara's Restaurant

Menu Item [A]	Number of sold [B]	Menu Mix % [C]	Item Food cost [D]	Item Selling Price [E]	Item Contribution Margin [F]	Menu Cost [G]	Menu revenue [H]	Menu Contribution Margin [L]	Contribution Margin Category [P]	Menu Mix % Category [R]	Menu Classification [S]
Sup ekor	40	20.62	5.5	7.15	1.65	220.00	286.00	66.00	HIGH	HIGH	STAR
Kailan Ikan masin	45	23.2	2.5	3.25	0.75	112.50	146.25	33.75	LOW	HIGH	PLOWHORSE
Sotong Goreng Tepung	25	12.89	4	5.20	1.20	100.00	130.00	30.00	HIGH	HIGH	STAR
kerabu pucuk ubi kerang	35	18.04	3.5	4.55	1.05	122.50	159.25	36.75	LOW	HIGH	PLOWHORSE
tomyam campur	31	15.98	4	5.20	1.20	124.00	161.20	37.20	HIGH	HIGH	STAR
sayur chapcai	18	9.29	3	3.90	0.90	54.00	70.20	16.20	LOW	LOW	DOG
Total	194					733.00	952.90	219.90			
	[N]					[I]	[J]	[M]			
Additional computations:						0.77	1.13	11.67			
						[K]	[O]	[Q]			

