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ONLINE FINAL EXAMINATION

COURSE NAME : F&B MANAGEMENT
COURSE CODE : DHM1043
EXAMINATION : JUNE 2022
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **THREE (3) parts**:
PART A (30 Marks)
PART B (40 Marks)
PART C (30 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 11 printed pages including front page

PART A

This part consists of **THIRTY (30)** questions.

Answer ALL in the Answer Sheet.

1. The formulation of an efficient control system, **EXCEPT?**
 - A Monitoring.
 - B Pricing function.
 - C Reduce job anxieties.
 - D Compiling all relevant information cost and sales.

2. What is a French Service?
 - A An establishment personalized service and uses the *gueridon*.
 - B An establishment that offers very high standards in all aspects of service in their operation.
 - C An establishment that offers self-service method in which customers collect their own food from some form of service counter.
 - D An establishment that offers large sitting areas where customers may purchase hot beverages and cold snacks for consumption primarily in house.

3. External factors constrain of food and beverage management are _____ and _____.
 - A food, staff
 - B control, staff
 - C technical, f&b
 - D political, social

4. What is the major responsibilities of Food and Beverage Department?
 - A Training, directing, monitoring and motivating staff.
 - B Promoting new product and services available at hotel.
 - C Prepare a sales forecasts and business-achieved reports.
 - D Provision of food and beverage product and service catering.

5. Which of the following can be classified based on qualities of the professional server?
- A Ethnical.
 - B Work ethic.
 - C Independent.
 - D Good attention.
6. Bistro balance is also known as_____.
- A *gaccho*
 - B cafeteria
 - C brasserie
 - D menu presentation
7. Which is the term no need can be related to Ethnic Restaurant?
- A National cuisines.
 - B Ready cooked food.
 - C Casual atmosphere.
 - D Full services restaurant.
8. What is the first sequence of restaurant concept?
- A Make it different enough from the competitor.
 - B Good concept is the concept followed by the trends.
 - C Pay attention to the food cost during menu development.
 - D Don't let your concept be too far ahead from the current times.
9. What consideration should be made when modifying the concept?
- A Define the problem.
 - B Negotiation with the supplier.
 - C Description of the needed item.
 - D Needs and desires of the guest.

10. What type of drink is generally recognized that means all types of alcoholic.
- A Orange
 - B Cocktails
 - C Squashes
 - D *Chenin blanc*
11. What is table management system is used in front of the restaurant?
- A Table vacant.
 - B Financial reporting.
 - C Labour management.
 - D Menu management.
12. Below are the types of guest complaints except_____.
- A guideline
 - B attitudinal
 - C service related
 - D unusual complaint
13. What are the statements that relate with finger buffet?
- A Items that served by chef.
 - B Hot and cold food is available.
 - C Food prepared in the large quantities.
 - D Items that prepared in the small portion.
14. What are the expenses that can be included in the controllable expenses?
- A Food expenses.
 - B Service expenses.
 - C Beverage expenses.
 - D Salaries and payroll.

15. Using signing and road closed sign refer to _____
- A Signing.
 - B Pedestrian.
 - C Road closures.
 - D Public transport.
16. Which system can be used to increase the speed for service and guest satisfaction?
- A Bell system.
 - B Lock system.
 - C Push system.
 - D Table locator system.
17. Political, social and _____ are known as the external factors in constraint on food and beverage management.
- A usability
 - B technical
 - C ecological
 - D technology
18. Control system can provide _____ for coasting purpose.
- A list
 - B name
 - C detail
 - D information
19. The important of sales report is _____.
- A for the salary
 - B to set the bonus
 - C to give incentive
 - D to setting your sales budgets in the future

20. Which of the department can be called as Front of The House?

- A Marketing.
- B Purchasing.
- C Maintenance.
- D Food and beverage.

21. What is the element of service culture _____.

- A bistro
- B buffet
- C moderate price
- D quick and specialized

22. Below is the type of service restaurant, **EXCEPT?**

- A French service.
- B Russian service.
- C American service.
- D Fine Dining service.

23. The characteristics of French set service includes_____.

- A buffet
- B silver tray
- C food plated
- D dishes commonly share

24. Merlot is a type of wine using_____.

- A dates
- B rising
- C saffron
- D grapes

25. Fresh orange is made from _____ process.

- A blend
- B natural
- C cordial
- D squashes

26.

New bottles should be issued only when the old bottle has been returned.

Statement 1.0

What does the statement in statement 1.0 refer to _____

- A storing.
 - B f&b control.
 - C liquor control.
 - D labor cost control.
27. The attitudinal and service related is type of _____.
- A menu function
 - B menu planning
 - C guest complaint
 - D concept and market
28. Guest check control is also called as _____.
- A recite
 - B duty roster
 - C quest book
 - D blank checks
29. Below is thing to do last minute before guest arrive, **EXCEPT?**
- A Rule
 - B Have a drink
 - C Turn on the music
 - D Turn down the light

30. Crumbing process is to remove_____.

- A dirt
- B dust
- C stain
- D leftover

[30 MARKS]

PART B

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

Answer **ALL** questions in the Answer Sheet.

QUESTION 1

Apply **three (3)** formulation of an efficient control system.

(3 marks)

QUESTION 2

Discover **four (4)** objectives of food and beverage department.

(4 marks)

QUESTION 3

Produce **four (4)** disadvantages of buffet service.

(4 marks)

QUESTION 4

Concept development has always been important in restaurant.

Prepare **five (5)** concept and location of a restaurant.

(5 marks)

QUESTION 5

Wine is divided by two types of grapes.

Classify **three (3)** types of red grapes.

(3 marks)

QUESTION 6

Illustrate **three (3)** part of the management in hotel industry.

(3 marks)

QUESTION 7

Show **five (5)** qualities of the professional server personal.

(5 marks)

QUESTION 8

Interpret **LEADS** in step of guest complaint.

(5 marks)

QUESTION 9

Construct **four (4)** types of guest complaint.

(4 marks)

QUESTION 10

Demonstrate **four (4)** function of control systems.

(4 marks)

[40 MARKS]

PART C

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

Answer ALL questions in the Answer Sheet.

QUESTION 1

Use correct technique to upselling your product to the customer can improve your profit margin.

Classify **five (5)** strategy that can boost your restaurant profit.

(10 marks)

QUESTION 2

Accidents do not just happen. More appropriate called they are usually caused by neglect, carelessness and ignorance. Therefore, most incident can be avoid.

Construct **ten (10)** process fire prevention of restaurant safety.

(10 marks)

QUESTION 3

Using the correct technique to boost and upselling your product to the customer can improve your profit margin.

Demonstrate **five (5)** strategies of suggestive selling.

(10 marks)

[30 MARKS]

END OF QUESTION PAPER