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FINAL EXAMINATION**

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**COURSE NAME : FOODSERVICE OPERATION**  
**COURSE CODE : DCA 3153**  
**EXAMINATION : APRIL 2018**  
**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. 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 **14** printed pages including front page*

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**PART A (Total: 20 marks)****MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL Questions**

1. What is the main function of kitchen?
  - A To provide an environment economic, hygienic catering and production food
  - B To provide the use of inventory management including handheld barcode scanner
  - C To provide faster cooking equipment including a combi oven that can bake up to 32 loaves of bread in 10 minutes
  - D To know the method of cooking food in plastic bag with lower temperature to reduce food cost and improve flavor
  
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 Age and gender
  - B Culture and Lifestyle
  - C Geographic and population
  - D Religious order and Royal Household
  
3. Which statement is the best to describe about On-premises foodservice?
  - A Takes place at the caterer's place
  - B Help away from the caterer's place of business
  - C Usually involved feeding a small number of people at one time
  - D Equipped with a body that has built-in facilities such as gas fired

4. Below is the type of Casual dining, **EXCEPT**

- A Family Restaurant
- B Ethnic Restaurant
- C Single Item Restaurant
- D Fine Dining Restaurant

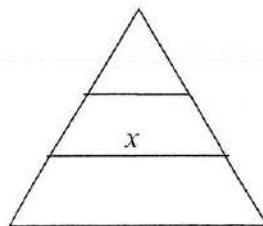
5. Choose the statement that best describes the commissary foodservice system :

- A To improve the productivity
- B The type of foodservice found on military bases
- 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 Soft roll for a bakery
- B Papers for a book publisher
- C Fresh tomatoes for a saucier
- D Vegetables seeds for a farmer

7.



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

- A Supervisor
- B Top manager
- C Middle manager
- D First-Line manager

8. Below is the formal authority and status of the manager, EXCEPT
- A Production Roles
  - B Decisional Roles
  - C Interpersonal Roles
  - D Informational 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. Menu includes unpopular items too 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 static menu?
- A A menu with a descriptive wording
  - 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 Customer, ordering, costing
  - B Preparation, assembly, holding
  - C Controlling, managing, pursuing
  - D Forecasting, Planning, production schedule

12. Production schedule 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 prtioning
  - C Appropriate nutrient content planning for food processing on daily basis
  - D Detailed list of food items to be produced for the staff for specific period of time
13. What is the function of The Quality Service (TQS)?
- A To transform the raw from scratch to the final product
  - B To ensure all the menu items are charged to the customer
  - C To obtain cost and ensure nutrient composition on menu item
  - D To emphasize all quality standards and measures to deliver outstanding value to the customer
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 On-Premises catering, EXCEPT
- A Hospital
  - B University
  - C Supermarket
  - D High School catering



16. What types of catering below?

- One-stop shop Catering
- Conventions and wedding
- Mobile Catering

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

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

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

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

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)****Fill In the Blanks Questions****INSTRUCTION: Answer ALL Questions**

Please use the answer booklet provided

Projected	Establishment	Performance	Services	Direct energy
Vendors	Progress	Commitment	Guidline	Trend
Method	On site	Interdependent	Coordination	Prepare
Customer Services	Home based	Experience	Top Management	Basic service
Accountability	New Design	Equipped	Opportunities	Employees

1. Foodservice is defined as a \_\_\_\_\_ where food is regularly serve outside the home.
2. Non-comercial also called \_\_\_\_\_ foodservice segment in which sale of food is secondary to the goal of the organization.
3. Quick service restaurant provide customer with convenience, speed and \_\_\_\_\_ at lower prices.
4. Mobile catering employs truck that is \_\_\_\_\_ with a body that has build in facilities such as gas-fired coffe urns.
5. A system is a set of \_\_\_\_\_ parts that work together to achieve a common goal.
6. Management defined as integration and \_\_\_\_\_ of resources to achieve the desire objective of the organization.
7. \_\_\_\_\_ is a state of being responsible to one's self, to some organization or even to the public.

8. In expert power the leader must have knowledge gain through education or \_\_\_\_\_ and demonstration of ability to perform are source of expert power.
9. A meal plan refers to the number of meal \_\_\_\_\_ offered over a specified period of time, usually 24 hours.
10. In retail operation, the amount to be budgeted is based on \_\_\_\_\_ income from the sale of food.
11. \_\_\_\_\_ producing quantities to meet expected demand meeting the delivery date for product or service.
12. \_\_\_\_\_ refers to energy expenditure within a foodservice operation to produce and serve menu items at safe temperatures.
13. To transform organization to a customer driven is take time, resource, planning, imagination and tremendous \_\_\_\_\_ by management.
14. Cross training for staff is a technique being used by foodservice managers to involve \_\_\_\_\_ in the total customer value concept.
15. The off-premises caterer transport all of the food, serving products and personnel to a location other than the building or facility where the food is \_\_\_\_\_.
16. One of the most challenging aspects of the catering business is the presence of \_\_\_\_\_ caterer who operates from their own homes.
17. Procurement also considered as an important profit generator, those responsible for it should be members of the \_\_\_\_\_ team and involve in high level of decision making.
18. The system evolves ordering needed food and supplies from a selected list of \_\_\_\_\_ based on a daily, weekly or monthly quotation.

19. The safety of employees, safety of food overall sanitary conditions are considerations in \_\_\_\_\_.
  
20. Whatever configuration is selected, the design should permit speedy \_\_\_\_\_ and prevent long waits for patron.

**PART C****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)**

**(Total: 30 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)
Sirloin Steak	38	5.00
Fish and Chip	45	4.50
Tenderloin Steak	12	3.00
Chicken Sandwich	27	3.50
Grilled Hot Dog	33	6.00
Vegetarian salad	10	4.00
Fish and Fries	35	3.00
Chicken Burger	20	9.00

(Table 1)

Table 1 shows the number of menu items sold and selling price of listed menu at Pilot Fahim Restaurant for the month of March 2018. 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 future menu 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)**

**(Total: 30 marks)**

**[Grand Total: 30 marks]**

**END OF QUESTION PAPER**





