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FINAL EXAMINATION**

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**COURSE NAME : FOODSERVICE MANAGEMENT**  
**COURSE CODE : DFM1023**  
**EXAMINATION : JUNE 2024**  
**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 (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. The Question Paper
  - ii. An Objective Answer Paper
  - iii. An Answering Booklet

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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*

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**PART A**

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

Answer ALL in Objective Answer Paper.

1. Which demographic trend has significantly influenced the composition of the foodservice industry's workforce?
  - A Population aging.
  - B Changing status of women.
  - C Increase in single-person households.
  - D Growth of Asian and Hispanic populations.
  
2. How do single-person households impact foodservice spending habits?
  - A They rarely eat out.
  - B They spend a smaller portion of their food budget on groceries.
  - C They spend less on meals away from home compared to family groups.
  - D They spend more on meals away from home compared to family groups.
  
3. Which demographic group spends more per week on groceries and visits the supermarket more often?
  - A Asians.
  - B Hispanics.
  - C Caucasians.
  - D African Americans.
  
4. How has the interest in health and well-being influenced foodservice operations?
  - A Increased demand for healthier menu options.
  - B Increased demand for unhealthy fast food options.
  - C Decreased focus on nutritional quality of menu items.
  - D Decreased demand for vegetarian and vegan options.

5. What is sous vide?
- A A French pastry technique.
  - B A trendy food truck concept.
  - C A type of fast food restaurant.
  - D A method of cooking food in plastic bags at lower temperatures.
6. What is one of the challenges addressed by smaller restaurants and multitasking equipment?
- A Food waste reduction.
  - B Environmental sustainability.
  - C Skyrocketing real estate and construction costs.
  - D Increasing customer demand for healthy options.
7. Which trend addresses concerns about environmental sustainability?
- A New cuts of meat.
  - B Hyperlocal sourcing.
  - C Locally sourced meat and seafood.
  - D Bold, spicy flavors and cooking styles.
8. How can foodservice managers address the challenge of employee turnover?
- A By reducing wages.
  - B By increasing work hours.
  - C By offering better pay and benefits.
  - D By implementing stricter regulations.
9. What are the top challenges facing the foodservice industry?
- A Rising labor costs.
  - B Increased customer demand.
  - C Technological advancements.
  - D Expansion of international markets.

10. What is one reason schools have been slow to implement healthier food options?
- A Opposition from parents.
  - B Technological limitations.
  - C Lack of government funding.
  - D Increased revenue from selling unhealthy foods.
11. Who are the most vulnerable populations to severe reactions from foodborne illness?
- A Athletes.
  - B Healthy adults.
  - C Vegetarians.
  - D Elderly, young children, and immunocompromised individuals.
12. Accidental chemical contamination can result from:
- A intentional addition of toxic chemicals.
  - B accidental addition of toxic chemicals.
  - C proper labeling and storage of chemicals.
  - D frequent in-service training for employees.
13. Physical hazards in food include:
- A toxic chemicals.
  - B glass fragments.
  - C microbial contaminants
  - D excessive use of additives.
14. What contributes to the challenges of ensuring food safety in the context of globalization?
- A Limited food variety.
  - B Decrease in at-risk populations.
  - C Introduction of new pathogens.
  - D Decrease in trade and transportation.

15. The Food Safety Modernization Act aims to:
- A Decrease food safety regulations.
  - B Strengthen the food safety system.
  - C Promote international food safety standards.
  - D Reduce the FDA's authority in food inspections.
16. What is the primary purpose of providing a clean and safe foodservice facility?
- A Ensuring high profits.
  - B Avoiding government fines.
  - C Decreasing employee turnover.
  - D Achieving customer satisfaction.
17. What is the difference between cleaning and sanitizing?
- A Cleaning removes visible soil, while sanitizing removes invisible soil.
  - B Cleaning removes microorganisms, while sanitizing removes visible soil.
  - C Cleaning removes microorganisms, while sanitizing removes dirt and debris.
  - D Cleaning removes visible soil, while sanitizing reduces the number of potentially harmful microorganisms.
18. What is the recommended water temperature for cleaning?
- A 150°F.
  - B 120°F.
  - C 200°F
  - D Below 50°F.
19. What surfaces vary in the ease with which they can be cleaned?
- A Paper and fabric.
  - B Wood and concrete.
  - C Rubber and leather.
  - D Metals, glass, and plastics.

20. What types of soils are more difficult to remove and may require abrasives or solvents?

- A Protein particles.
- B Water soluble soils.
- C Sugar and salt particles.
- D Grease and fat particles.

[20 MARKS]

**PART B**

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

Read the statements carefully. Write (T) if the statement is corret and (F) if it is incorrect. Answer ALL questions in Answering Booklet.

1. Evaluating the costs of a system includes considering expenses related to data collection, analysis, staff training, and ongoing system maintenance.
2. FIFO inventory management increases food waste by prioritizing newer inventory items over older ones.
3. Ensuring accuracy and relevancy of past data and food selection patterns is essential for generating reliable and actionable forecasts.
4. More than half of consumers visit a foodservice on their birthdays.
5. Sous vide is a cooking method that involves cooking food at high temperatures to reduce food costs.
6. On-the-spot training of employees using PDAs and cell phones is an effective way to improve productivity.
7. The top challenge facing the foodservice industry is labor costs.
8. Single-person households tend to spend more on meals away from home compared to family groups.
9. Women make up the majority of the workforce in the foodservice industry.
10. Offering better pay and benefits is not a suggestion to address challenges in the foodservice industry.
11. Changes in customer preferences for types of foods have no impact on the design requirements of a foodservice facility.



12. Concern for employees is not a consideration in foodservice facility design.
13. Work flow is essential for efficient use of labor in a foodservice facility.
14. Energy conservation trends in foodservice design include better insulation and heat recapture.
15. Resource maximization involves negotiating the best balance among finite resources such as space, labor, and money.
16. Colleges and universities usually offer a single type of foodservice to their students.
17. Dining rooms should ideally be located on the first floor in any type of foodservice facility.
18. The physical environment is not important for the success of any foodservice design.
19. The major operational characteristic, or type of foodservice system, does not impact design planning.
20. A customer profile is not necessary when planning a foodservice facility.

**[20 MARKS]**

**PART C**

This part consist of **FIVE (5)** questions.

Answer ALL questions in Answering Booklet.

**QUESTION 1**

- a. Cleaning and sanitizing are distinct but related procedures. Food contact surfaces must be cleaned and sanitized. Give **three (3)** effect what will happen if mismanagement of these two functions.

(3 marks)

- b. Describe **two (2)** factors that influence the cleaning process.

(4 marks)

**QUESTION 2**

- a. Briefly explain on :

- i. Static menu
- ii. Cycle menu

(2 marks)

- b. Application of menu design principles for the posted menu maximizes its value as a marketing and education tool. Classify about truth-in-menu legislation.

(2 marks)

**QUESTION 3**

- a. Justify **four (4)** variations on methods of purchasing.

(4 marks)

- b. When making make-or-buy decisions in a foodservice operation, there are factors that need to be considered. List **two (2)** keys consideration that need to evaluated and briefly explain each of it.

(4 marks)

#### QUESTION 4

- a. Give **three (3)** tips for Inspecting Deliveries.

(3 marks)

- b. Once the components of a receiving program are planned and implemented, an organization is ready to receive goods. The receiving process involves five key steps, describe all **three (3)**.

(3 marks)

#### QUESTION 5

- a. The vast majority of food production involves at least some cooking. State **two (2)** basic objectives of cooking.

(2 marks)

- b. Some hospitals today rely less on formal forecasting for patient meals compared to the recent past, and what are **three (3)** factors contributing to this change?

(3 marks)

**[30 MARKS]**

**PART D**

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

Answer ALL questions in Answering Booklet.

**QUESTION 1**

The latest innovations in foodservice equipment focus on speed, efficiency, simplicity, cost effectiveness, use of technology, and sustainability. Identify and explain **five (5)** new equipment designs and their function.

(10 marks)

**QUESTION 2**

What are some key characteristics of successful leaders that contribute to effective administrative leadership and fulfill their professional responsibility? Identify and explain all **five (5)**.

(10 marks)

**QUESTION 3**

Strategic success is a temporary phenomenon that, once achieved, must be pursued continuously. List and explain **five (5)** factors that emphasize operating values and attitudes have been identified as important for the achievement of strategic success.

(10 marks)

**[30 MARKS]**

**END OF QUESTION PAPER**



