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**KOLEJ YAYASAN PELAJARAN JOHOR  
ONLINE FINAL EXAMINATION**

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**COURSE NAME : F&B MANAGEMENT**  
**COURSE CODE : DHM 1043**  
**EXAMINATION : NOVEMBER 2020**  
**DURATION : 6 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This question paper consists of **FOUR (4)** :
    - PART A (20 Marks)
    - PART B (10 Marks)
    - PART C (50 Marks)
    - PART D (20 Marks)
  2. Please refer to the detailed instructions in this question paper.
  3. Students are allowed to refer to resources such as lecture notes, books, internet or any other relevant resources.
  4. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
  5. 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
  6. Each answer sheet must have a page number written at the bottom right corner.
  7. Answers should be handwritten, neat and clear.
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**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

*This answer scheme consists of **11** printed pages including the front page*

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**PART A**

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

Answer ALL in the Objective Answer Sheet.

1. The following are 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. Which of the following are constraints that include in Internal Factor?
  - A Political and Economic.
  - B Environment and Social.
  - C Social and Technical.
  - D Commodities and Control.
  
3. What are the functions of food and beverage management ?
  - i. Organizing
  - ii. Monitoring
  - iii. Planning
  - iv. Evaluating
  - A i,ii
  - B ii, iii
  - C ii,iv
  - D i,ii,iii
  
4. Policies can be defined as guideliness for the operation of a catering enterprise. What matters do the policies cover?
  - A Government rules.
  - B Market regulations.
  - C Atmosphere and ambience.
  - D Market aimed and how to be catered.

5. The external factors constraints of food and beverage management is \_\_\_\_\_ and \_\_\_\_\_.
- A food , staff
  - B control, staff
  - C technical , f&b
  - D political , social
6. Which of the following can be clasified based on qualities of the professional server?
- A Ethnical.
  - B Work ethic.
  - C Independent.
  - D Good attention.
7. What is the term that can relate with Ethnic Restaurant ?
- A National cuisines.
  - B Casual atmosphere.
  - C Ready cooked food.
  - D Full services restaurant.
8. What is the challenge when creating a restaurant concept?
- A Already established and have own brand.
  - B Have been tested with certain target market.
  - C Must have experience in restaurant business.
  - D Must fit a definite target markets and intensely competitive.
9. What is the first sequence of restaurant development?
- A Key personnel hired.
  - B Concept development.
  - C Working blueprinted developed.
  - D Furnishing and equipment ordered.

10. How can the owner of a restaurant develop a successful restaurant concept?

- A Poor decoration.
- B Good management.
- C Stay far from the guest.
- D Have passion in what they do.

11. Who is the person responsible for developing the restaurant concept?.

- A Waiter
- B Cashier
- C Supervisor
- D Restaurant Manager

12.

Understand the commitment  
you are making

**Figure 1.0**

What does the statement in figure 1.0 refer to?

- A Proper wiring.
- B Save the budget.
- C Space availability.
- D Consequences if restaurant fail.

13. A menu design can also be called as \_\_\_\_\_.

- A silent salesperson
- B ambience of the restaurant
- C images, design and graphic
- D complement decor and ambience

14. Which of the following is an Alcoholic Menu ?

- A Juice.
- B Squashes.
- C Grapes wine.
- D Aerated waters.

15. As a manager, you should have great food, \_\_\_\_\_ service and inviting atmosphere.

- A clean
- B drink
- C lighting
- D environment

16. In step to be an effective menu, a manager should research, design and \_\_\_\_\_ the menu.

- A font
- B color
- C paper
- D analyse

17.

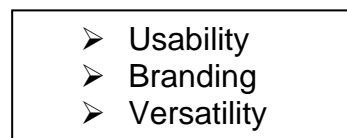


Figure 2.0

The points in figure 2.0 are key factors in \_\_\_\_\_.

- A design
- B proofing
- C cleansing
- D production

18. Which is the department that can be called as the Back of The House ?

- A Kitchen department.
- B Front Office department.
- C The management department.
- D Food and Beverages department.

19. Who is the first and the last person that will meet the guests in a restaurant ?

- A Greeters.
- B Security.
- C Manager.
- D Waiters.

20. What is the useful tip when you receive products or goods?

- A The environment of that place is dirty.
- B Don't check all the items that you need.
- C Keep the receiving area clean and neat.
- D Doesn't prepare with a measuring scale.

**[20 MARKS]**

**PART B**

This part contain **TEN (10)** questions.

Answer ALL the questions in the Answer Sheet.

friendly	enthusiasm	9 by 12	profit	flateware
sanitation	fixed	thin bond-type	natural	plates
speakers	ecological	usability	cater waiters	facilities maintenance
saucers	complaint	pilferage	technology	speed
guests satisfaction	table d'hote menu	normal	bus tubs	sales

1. The functions of a control system is to reduce fraud, \_\_\_\_\_ and wastage to a minimum.
2. Salver should be used for removing cups, \_\_\_\_\_ and galsses.
3. Checking of actual \_\_\_\_\_ against expectations of forecast.
4. Banquet servers, informally known as \_\_\_\_\_ are waiting staff that work for big catering events and banquets.
5. Upselling is a common strategy for restaurants to boost their \_\_\_\_\_
6. All new license are required to pass a \_\_\_\_\_ and safety inspection prior to opening.
7. Verstaility, branding and \_\_\_\_\_ are the three factor in design the dishes.
8. Regular, Effective cleaning of China, \_\_\_\_\_ and glassware will prevent the spread of disease and infection.



9. Table locator systems can be increased \_\_\_\_\_ and speed of service.

10. The general atmosphere at a restaurant should be \_\_\_\_\_

**[10 marks]**

**PART C**

This part contains **ELEVEN (11)** questions.

Answer ALL the questions in the Answer Sheet.

**QUESTION 1**

List down **six (6)** factors defining the concept and market.

(3 marks)

**QUESTION 2**

Define **five (5)** tips for developing restaurant concept.

(5 marks)

**QUESTION 3**

State **five (5)** things about how selecting a restaurant location?

(5 marks)

**QUESTION 4**

What are differences between fixes menu and cyclic menu?

(4 marks)

**QUESTION 5**

Write down **three (3)** factors to consider in menu planning.

(3 marks)

**QUESTION 6**

List down **three (3)** types of non alcoholic menu. Give examples.

(6 marks)

**QUESTION 7**

Identify LEADS in term of guest complaint.

(5 marks)

**QUESTION 8**

What are **four (4)** types of guest complain? Give examples.

(4 marks)

**QUESTION 9**

State **five (5)** strategies for handling critical complaint.

(5 marks)

**QUESTION 10**

Recognize **five (5)** things to do before guests arrive at your restaurant.

(5 marks)

**QUESTION 11**

Define **five (5)** steps in preparing the function.

(5 marks)

**[50 marks]**

**PART D**

This part contain **TWO (2)** questions.

Answer ALL the questions in the Answer Sheet.

**QUESTION 1**

Concept development has always been important in the restaurant industry, but it is becoming more so now that dinning districts are developing in almost every community. The restaurant cluster may include family retsuarant, fine dining, casual and a variety of quick service.

- a. Classify the steps in changing the restaurant concept

(6 marks)

- b. List down **four (4)** strategies to change restaurant concept and location.

(4 marks)

**QUESTION 2**

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

Write down **ten (10)** rules of restaurant safety.

(10 marks)

**[20 marks]**

**END OF QUESTION PAPER**

