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FINAL EXAMINATION**

COURSE NAME : FOODSERVICE OPERATION / CATERING SERVICE
OPERATION
COURSE CODE : DCA 3153 / DCA 2133
EXAMINATION : JUNE 2024
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **THREE (3)** parts :
PART A (30 Marks)
PART B (50 Marks)
PART C (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. The Question Paper
 - ii. An Objective Answer Paper
 - iii. An Answering Booklet
 - iv. Worksheet Additional (Appendix 1)

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 consist of **THIRTY (30)** questions.

Answer ALL questions in Objective Answer Paper.

1. What is foodservice?
 - A The art of preparing and cooking foods.
 - B The establishment where food is served immediately.
 - C The establishment where food is regularly served at home.
 - D The establishment where food is regularly served outside the home.

2. The early history of foodservice organization start with well-run kitchen appears in _____.
 - A Asia
 - B Africa
 - C Asean
 - D Europe

3. Which of the following cannot be considered as foodservice establishment?
 - A Hardware shop.
 - B School canteen.
 - C Convenient store.
 - D Hospital cafeteria.

4. The _____ provided food for monarch, the principle coutiers, officials and their immediate servants.
 - A *somelier*
 - B *maitre d'hotel*
 - C *cuisine de bouche*
 - D *cuisine de commun*

5. Which of the following cannot be considered as the basic objective of cooking?
- A Enhance the skill of cooking by an expert.
 - B Improve digestibility and maximize nutrient retention. ✓
 - C Enhance the aesthetic appeal of the raw food product. ✓
 - D Destroy harmful organism to ensure that the food is microbiologically safe for human consumption. ✓
6. The _____ include a broad range of restaurants, lodging, food and beverage, recreation, sports and convenience stores.
- A military segmentation
 - B foodservice segmentation
 - C commercial segmentation
 - D non-commercial segmentation
7. These kinds of establishment not run for profit purposes and considered as non-commercial segmentation. Choose the best answer.
- A School, hotels, and motels. ✗
 - B Universities, zoos, and hotels. ✗
 - C School, senior care and hospital. ✓
 - D Fast food restaurant, resorts, and cafeteria.
8. A method of cooking food sealed in airtight plastic bags in a water bath for a long time. This method refer to _____ .
- A roasting
 - B cook/chill
 - C *sous vide*
 - D cook/freeze
9. Which of the following is not the current trend in foodservice industry?
- A Upscale menu.
 - B Display cooking.
 - C Demographic changes.
 - D Home meal replacement

10. _____ is a pricing in which customer feel they have received good value for amount paid.
- A Value pricing
 - B Multiple branding
 - C Contract foodservice
 - D Family value marketing
11. Which of the following is best to describes fast food restaurant?
- A Specialized in ethnic cuisines. ✗
 - B Most of these restaurants have professional chefs and staffs. ✗
 - C Generally have a counter for placing order, paying and pick it up food.
 - D Emphasize the highest quality of service, ingredients and atmosphere.
12. Quick service restaurant provide customers with convenience, speed and basic services at lower prices. The following are the example of quick service restaurant, **EXCEPT**
- A Cafeterias.
 - B Carryout restaurants.
 - C Fast food restaurants.
 - D Fine dining restaurants.
13. Wedding and convention catering are two of the most profitable events for caterers. Which of the following is best to describe this statement?
- A Event catering.
 - B Airline catering.
 - C Mobile catering.
 - D Industrial catering.
14. McDonalds, KFC and Subway can be considered as _____.
- A buffets
 - B cafeterias
 - C fast food restaurants
 - D casual dining restaurants

15. What is the definition of full service restaurant?
- A Restaurant that specialized in preparing food for take away.
 - B Restaurant that provide customers with convenience, speed and basic services at lower price.
 - C Restaurant where most of the customers help themselves and carry their own food to their tables.
 - D Restaurant in which customers are seated at a table, give their order to server and food are served at a table.
16. Employs truck that is equipped with a body that has built-in facilities such as gas-fired, sink and griller is suit to describe _____.
- A event catering
 - B airline catering
 - C mobile catering
 - D industrial catering
17. _____ is a provision of food and service for a special event that usually involves feeding a large number of people at one time.
- A Catering
 - B Foodservice
 - C Country club
 - D Casual dining
18. Hotels provide a variety of food and beverage services as below, **EXCEPT**
- A Room service.
 - B Fast food service.
 - C Elegant fine dining service.
 - D Sandwich service by the pool.
19. A restaurant that selling *tom yam* and *pad kra phao* can be considered as _____.
- A ethnic restaurant
 - B family restaurant
 - C fine dining restaurant
 - D casual dining restaurant

20. Pizza Hut Delivery and Domino's Pizza can be considered as _____.
- A ethnic restaurant
 - B family restaurant
 - C carryout restaurant
 - D fine dining restaurant
21. What kind of system that 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.
22. Money, raw materials, human and facilities can be considered as _____ in foodservice system model.
- A input
 - B output
 - C operation
 - D transformation
23. The foodservice system where raw foods are purchased, prepared on-site and served as soon after preparation.
- A Commissary system.
 - B Conventional system.
 - C Ready prepared system.
 - D Assembly or serve system.
24. In foodservice system, finished product and services of an organization is known as _____.
- A input
 - B output
 - C operation
 - D transformation

25. This foodservice system is known as kitchenless kitchen.
- A Commissary system.
 - B Conventional system.
 - C Ready prepared system.
 - D Assembly or serve system.
26. _____ system is a central production kitchen or food factory with centralized food purchasing and delivery to off-site facilities for final preparation.
- A Commissary
 - B Conventional
 - C Ready prepared
 - D Assembly or serve
27. The method where food is prepared and cooked by conventional or other method then quickly chilled for use at a later time.
- A *Maillard* reaction.
 - B *Sous vide* method.
 - C Cook/chill method.
 - D Cook/freeze method.
28. Which of the following is the correct temperature danger zone?
- A 5°c to 57°c
 - B 15°c to 60°c
 - C 20°c to 60°c
 - D 25°c to 57°c
29. Which of the following foodservice establishment practice the commissary foodservice system?
- A In-flight catering.
 - B Ethnic restaurant.
 - C Independent restaurant.
 - D Casual dining restaurant.

30. _____ is a set of interdependent parts that work together to achieve a common goal.

- A System
- B Critical thinking
- C Problem solving
- D Decision making

[30 MARKS]

PART B

This part consist of **SEVEN (7)** questions.

Answer ALL questions in Answering Booklet.

QUESTION 1

a. Explain any trends affecting foodservice design?

(2 marks)

b. Distinguish any **TWO (2)** criterias of design and layout.

(4 marks)

QUESTION 2

a. Identify any **TWO (2)** structures of purchasing and include an explanation for each.

(4 marks)

b. Analyze any **TWO (2)** variations on method of purchasing and include an explanation for each.

(4 marks)

QUESTION 3

Justify **TWO (2)** types of cooking method and include an explanation for each.

(4 marks)

QUESTION 4

Classify any **TWO (2)** ways of heat transfer and include an explanation for each.

(4 marks)

QUESTION 5

- a. Illustrate a sample of standardize recipe and include **FOUR (4)** elements of proper standardize recipe.

(4 marks)

- b. Discover any **TWO (2)** elements of the printed menu.

(4 marks)

QUESTION 6

- a. Draw a foodservice system model and include any **SIX (6)** keywords of foodservice system model.

(6 marks)

- b. Determine any **TWO (2)** factors that are changing of the foodservice industry and provide an elaboration for each.

(4 marks)

QUESTION 7

- a. Illustrate and explain **THREE (3)** classifications of manager in foodservice establishment.

(6 marks)

- b. Distinguish any **TWO (2)** management skills in foodservice establishment.

(4 marks)

[50 MARKS]

PART C

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)
<i>Sup ekor</i>	35	6.00
<i>Kerabu taugoh</i>	25	3.50
<i>Kangkung goreng belacan</i>	43	5.00
<i>Ayam goreng kunyit</i>	15	3.00
<i>Tomyam sotong</i>	39	5.00
<i>Pulut mangga</i>	35	3.00

(Table 1)

Table 1 shows the number of menu items sold and the selling price the listed menu at La Bamba Restaurant for the month of April 2023. By using the menu engineering method to analyze the performance of the competing menu items, you would like to gain the insight into each menu item and offered suggestions for menu future improvement. To achieve such objectives, you must:

- a) Prepare and complete the menu analysis worksheet. Please note that the food cost percentage for La Bamba Restaurant is 30%. Use the worksheet given (Appendix 1)

(16 marks)

- b) From your findings, offer suggestions to improve the 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