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FINAL EXAMINATION**

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**COURSE NAME : FOODSERVICE OPERATION**  
**COURSE CODE : DCA 3153**  
**EXAMINATION : OCTOBER 2019**  
**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 (40 Marks)
  - PART D (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. Question Paper
  - ii. Answer Booklet
  - iii. Objective Answer Sheet
  - iv. Worksheet Additional (Appendix 1)

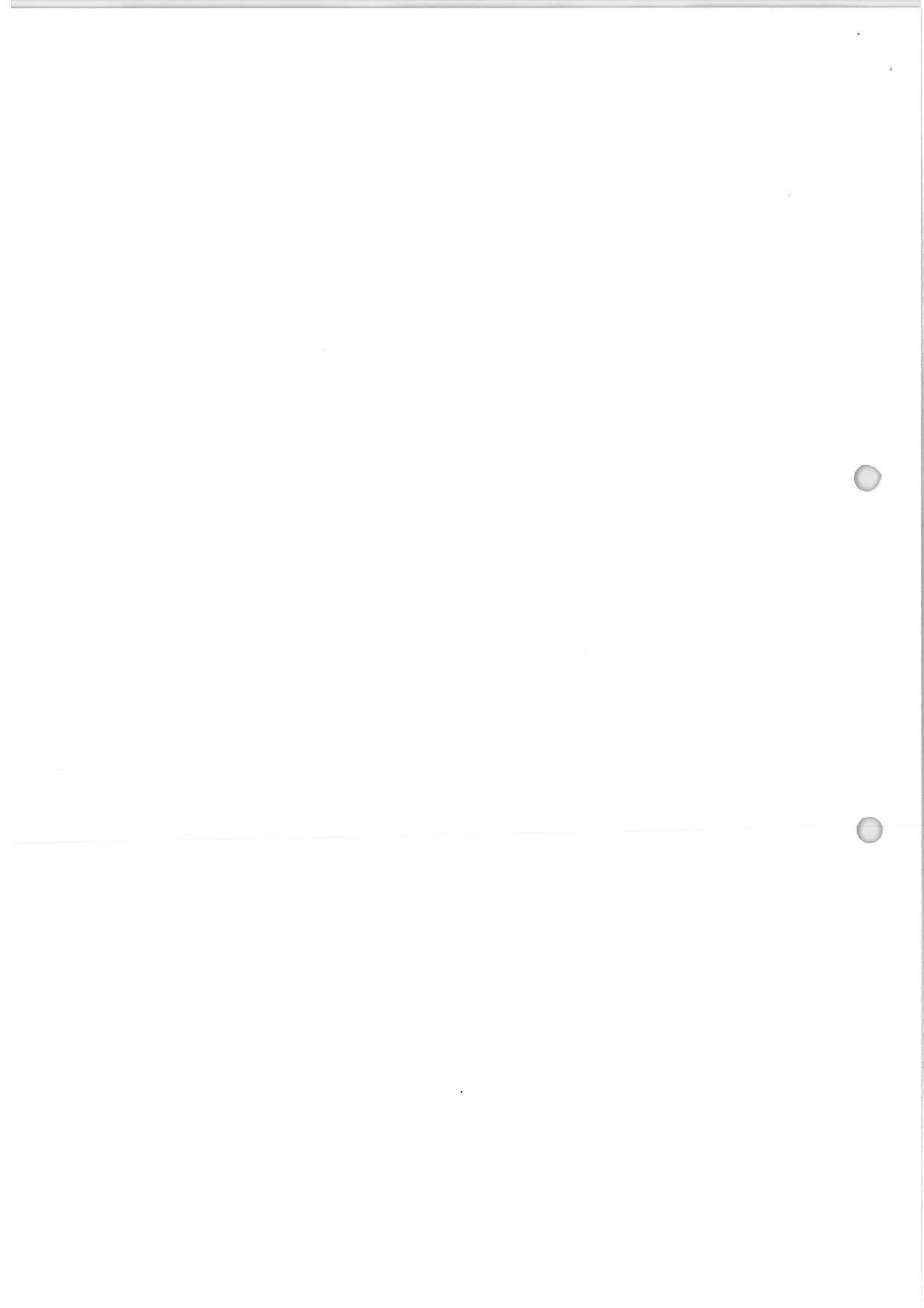
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*This examination paper consists of **14** printed pages including front page*

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

1. What is the definition of Foodservice?
  - A. Redefined the landscape with simple but stylish food and décor.
  - B. An establishment where food is regularly served outside the home.
  - C. New generation of restaurateur serving confident, educated and sophisticated consumers.
  - D. To serve up the small pleasures of life that are still affordable in the large picture such as a nice lunch.
  
2. Which of the phase that states the best meaning of display cooking?
  - A. Pricing to appeal to family budgets
  - B. Selling and/or delivering food to their satellites.
  - C. Restaurant design where the kitchen maybe viewed by the diners.
  - D. Pricing such that consumer feels they received good value for amount paid.
  
3. What is the best word to describe quick service restaurant?
  - A. May have drive thru service as well.
  - B. Food is displayed along a counter or serving line.
  - C. Customers usually help themselves and carry their own food to their tables.
  - D. Provide customers with convenience, speed and basic services at lower price.

4.

- Specialize in an ethnic cuisine.
- Examples (Italian, Chinese, Indian, Japanese, Korean and Thai).

Figure 1

Based on the table above, what is the type of restaurant that may be offered in Commercial Foodservice?

- A. Family restaurant.
  - B. Ethnic restaurant.
  - C. Fine dining restaurant.
  - D. Casual dining restaurant.
5. How many components in Foodservice System?
- A. 1.
  - B. 2.
  - C. 3.
  - D. 4.
6. Semi selective menu is a menu that includes one or more selections in some of the menu categories. What is the other name for semi selective menu?
- A. Split menu.
  - B. Partial menu.
  - C. Limited menu.
  - D. Referred menu.

7.

- Raw food are purchased, prepared on-site, and served soon after preparation.
- Menu items are prepared in a kitchen in a same facility where the meals are served.

Figure 2

Based on the table in Figure 2, what is the type of foodservice system that may be applied?

- A. Commissary.
  - B. Conventional.
  - C. Assembly/served.
  - D. Ready prepared (cook/chill/freeze).
8. Which statement states the primary responsibility of First Line Manager?
- A. To facilitate activities at the technical level.
  - B. Producing menu items and serving customer.
  - C. To coordinate activities that implement policies of the organization.
  - D. Create a vision for the future of the foodservice organization by developing a change strategy.
9. What are the important elements of production decision that Manager needs to considered achieving the goals?
- A. Customer, ordering, costing.
  - B. Preparation, assembly, holding.
  - C. Controlling, managing, pursuing.
  - D. Forecasting, Planning, production schedule.

10. What are the customer characteristics that menu planner should be considered during plan the menu?

- i. Demographics.
- ii. Sociocultural influence.
- iii. Budget guideline/input.
- iv. Production and service capabilities.

- A. i, ii  
B. i, iii  
C. ii, iv  
D. i, ii, iii

11.

- Comes from leader's ability to reward others
  - Example: increase in pay, promotions, or favorable job assignment.

Figure 3

Based on Figure 3, which type of power that can be described?

- A. Expert power.  
B. Reward power.  
C. Coercive power.  
D. Legitimate power.

12. What is the definition of production forecasting?

- A. Detail food delivery arrival time from kitchen to guest table.  
B. A schedule of finish product in between process of portioning.  
C. A prediction of quantity food needs for a day or other specific time period.  
D. Detailed list of food items to be produced for the staff for specific period of time.

13. Which of the following statements are the best for delivery service?

- i. A fee often is charge for this service.
- ii. Hostess, host or maître d'hotel is responsible for seating guest in the dining room.
- iii. Meal or snack that are assembled and carried on a tray to individual consumers.
- iv. Involves transporting prepared food items from the foodservice operation to the customer.

- A. i, ii
- B. i, iv
- C. ii, iii
- D. iii, iv

14. What is the technique that being used by foodservice managers to involve employees for understands how the foodservice operation works and to find out what is happening in each unit?

- A. Tipping.
- B. Mystery shopper.
- C. The special customer.
- D. Cross training for staff.

15. Below are the examples of off-Premises catering, EXCEPT

- A. University.
- B. Supermarket.
- C. Mobile catering.
- D. Dual restaurant catering.

16. What types of catering below?

- Hospital  
Catering
- High School  
Catering
- University  
Catering

- A. Off-Premises Catering.
- B. On-Premises Catering.
- C. Non Commercial Catering.
- D. Dual Restaurant Catering.

17. Which of 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 not occur.
- iv. Primary advantage of this method is to reducing the price and time savings.

- A. i, ii
- B. ii, iii
- C. ii, iv
- D. iii, iv

18. What are 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. What are the basic considerations to ensure that a renovation will result in the most efficient operation?

- i. Work flow.
- ii. Traffic flow.
- iii. Environment.
- iv. Direct energy.

- A. i, ii
- B. ii, iii
- C. ii, iv
- D. iii, iv

20. In features for kitchen, what is HVAC is stand for?

- A. Heating, ventilation, air circulating.
- B. Heating, ventilation, air circulation.
- C. Heating, ventilation, air circulation.
- D. Heating, ventilation, air conditioning.

[20 MARKS]

**PART B (Total: 20 marks)****FILL IN THE BLANK****INSTRUCTION: Choose the correct answer****Please use the answer booklet provided**

System analysis	Conceptual skill	Mobile catering
Menu	Dietary Reference Intake	Mystery shopper
Kitchen	Formal method	Cycle menu
Prime vending	Authority	Layout
Induction	Open system	Delivery service
On-premise catering	Recipe	Off-premise catering
Foodservice	Informal method	Carryout restaurant
Single use menu	Radiation	Demographics

- \_\_\_\_\_ is defined in its broadest sense to mean all establishments where food is regularly served outside the home.
- Definition of \_\_\_\_\_ is a room or space that used for preparing food.
- \_\_\_\_\_ is specialize in preparing food for customers to take with them to eat home or elsewhere.
- \_\_\_\_\_ employs truck that is equipped with a body that has build-in facilities such as food truck.
- \_\_\_\_\_ is a method for problem solving or decision making.
- An organization is also an \_\_\_\_\_ that is influenced by and interacts regularly with external forces in its surrounding environment.
- Delegation from top to lower levels of management and the rights of the managers to direct others and take action because of the position. \_\_\_\_\_

8. The ability to view the organizations as a whole, recognize how various parts depends on one another and how changes in one part affect other parts.  
\_\_\_\_\_
9. \_\_\_\_\_ is a detailed list of food items that may be offered or served.
10. A menu planned for a specific event and typically used only once; usually for a holiday, catering events, functions or other special occasion. \_\_\_\_\_
11. The new standards for nutrient recommendations that can be used to plan and assess diets for healthy people. \_\_\_\_\_
12. A \_\_\_\_\_ is formula by which weighed and measured ingredients are combined in a specific procedure to meet predetermined standards.
13. Use of the electrical magnetic fields to excite the molecules of metal cooking surfaces. \_\_\_\_\_
14. \_\_\_\_\_ involves transporting prepared food items from the foodservice operation to the customer.
15. Person unknown to customers and employees to eat at a restaurant and evaluate their own experiences and those of others customers. \_\_\_\_\_
16. \_\_\_\_\_ indicates that the function is held exclusively within the caterer's own facility.
17. \_\_\_\_\_ transports all the food, serving products and personnel to a location other than the building or facility where the food is prepared.
18. Method of purchasing that has gained popularity and acceptance among restaurants and non-commercial buyers during the past several years.  
\_\_\_\_\_

19. \_\_\_\_\_ is referring to the process arranging the physical facilities including equipment.

20. \_\_\_\_\_ also known as open market buying.

[20 MARKS]

## PART C [Total: 40 marks]

## SHORT ESSAY

**INSTRUCTION:** This section consists of five (5) questions. Answer ALL questions.

## QUESTION 1

Give **two (2)** differences between single item restaurants and ethnic restaurant in commercial foodservice

(4 marks)

## QUESTION 2

List down **six (6)** current macro trends that will increase in the number of chain restaurants.

(6 Marks)

## QUESTION 3

Menu is the single most impactful management tool in a foodservice. As a manager in the food outlet, you must be well planned the menu because it generate sales and profits.

- a) Give the definition of printed menu and list down **two (2)** examples of printed menu that you know.

(4 Marks)

- b) List down **three (3)** important elements of the printed menu that need to be considered before planned the menu item and discover your answer with appropriate examples.

(6 Marks)

**QUESTION 4**

In management, organization needs to be strong and also have competent management that able to design and lead their organization to meet its goals and objective efficiently.

- a) As a manager, state the **four (4)** basic functions that you need to practice in your organization to accomplish your objectives?

(4 Marks)

- b) List types of manager and discover the responsibilities of each manager.

(6 marks)

**QUESTION 5**

In the food outlet, production is the crucial department because that is the place where food is prepared and appealing to the clientele and all the production must be forecast first to prevent food wastage.

- a) Show the **three (3)** reasons of forecasting that need to consider during the production and give example to support your answers.

(6 Marks)

- b) Give the **four (4)** ways of heat transfer during method of production.

(4 Marks)

**[40 MARKS]**