

FINAL
Examination Paper

(COVER PAGE)

Session : April 2017

Programme : Diploma In Hotel-Management (DHMN)
Diploma In Culinary Arts (DCAN)

Course : DCA1103/DHM1114: Food & Beverage Operations

Date of Examination : Augus 4, 2017 (Friday)

Time : 8:00 am -10:00 am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Section A: THIRTY (30) Multiple Choice questions. Answer **ALL** the questions.

Section B : Short answer questions. Answer **ALL** the questions.

IMPORTANT NOTE : **THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Materialspermitted :
Nil

Materials provided :
OMR Sheets

Examiner (s) : Ms Nur Adilah Zulkipli, Mr Amerjit Singh,Ms Aliya Marnina
Amirudin, Ms Sabrina Hashim

Moderator : Dr Kamal Izzuwan Ramli

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DHM1114/DCA1103 : FOOD AND BEVERAGE OPERATION
FINAL EXAMINATION : APRIL 2017 SESSION

Section A (30 marks)

Instructions: This section consists of **THIRTY (30)** questions. Answer **ALL** questions in the **OMR** sheet provided.

1. This is a combination of table service and self service.
 - A. American Service
 - B. Russian Service
 - C. Buffet Service
 - D. Gueridon Service

2. The statement of 'process of making your appearance neat and attractive' is best to describe _____.
 - A. hygiene
 - B. expeditor
 - C. teamwork
 - D. grooming

3. Food and Beverages operations is divided into several method of services. Which of the following is the method?
Table service
In Situ Service
Self service
Single point
 - A. I, II and III
 - B. I and IV
 - C. I, II, IV and V
 - D. All of the above

4. Appetizer is designed to _____.
- A. become a starter.
 - B. stimulate the appetite.
 - C. become an additional menu in menu set.
 - D. make meals balance.
5. Which of the following relates to personal hygiene of food and beverage personnel?
- I. Ensuring long hair and finger nails
 - II. Wearing proper and clean attire at all times
 - III. Avoiding unsanitary habits and actions
 - IV. Maintaining good health and reporting illness
- A. I, II and IV
 - B. I, III, and IV
 - C. II, III, and IV
 - D. I, II, and III
6. This group of people will take only vegetables, nuts and fruits for their meals. This vegetarian group of people is known as _____.
- A. Vegan
 - B. Lacto vegetarian
 - C. Lacto-ovo vegetarian
 - D. Fruitarian
7. This is usually practiced to promote Chef's signature dish or to promote. What do we call it?
- A. Cycle menu.
 - B. Static menu.
 - C. Du jour menu.
 - D. A La Carte menu

8. What service can do to an establishment and why it is important to ensure good service at all times?
- I. Achieving sales target.
 - II. More repeated business.
 - III. Higher profit
 - IV. None returnable guest
- A. I, II, and IV
 - B. II, III, and IV
 - C. I, II, and III
 - D. All the above
9. Trancheur is also known as carver. The person is responsible _____.
- A. for a team of staff serving a number of sets of tables.
 - B. for accepting booking, reserving tables and greets.
 - C. for the carving trolley and carving of joints.
 - D. for making cocktails.
10. Cafeteria is one of the types of foodservice operation. What is the definition of Cafeteria?
- A. A smaller establishment
 - B. Guest queuing at the service counter choosing their menu and loading them in a tray
 - C. Cuisines and all the decorations reflects to the ethnic origin of the food
 - D. Incorporates varieties of food from simple plated dishes through to full restaurant service
11. In a restaurant organizational chart, a bar supervisor reports to _____.
- A. F&B Manager
 - B. Headwaiter
 - C. Executive Chef
 - D. Restaurant Manager

12. What are the mis en place for Russian service?
- I. Stove for flambé
 - II. Serving Gear
 - III. Empty dinner plate
 - IV. Silver platter
- A. I, II, and III
 - B. I, II, and IV
 - C. II, III, and IV
 - D. I, III, and IV
13. When does the impact of guest first impression transpires in F&B operations?
- A. When guest receives the main course
 - B. When guest is greeted by hostess
 - C. When guest is served the beverages
 - D. When guest is leaving the restaurant
14. Which is the sequence of service in a set menu when guest is dining?
- A. Dessert, appetizer, soup, main course
 - B. Appetizer, main course, soup, dessert
 - C. Appetizer, soup, main course, dessert
 - D. Soup, appetizer, dessert, main course
15. The reasons for restaurants to have proper floor plan and table numbers are,
- I. Ensure efficient services
 - II. Chef to ensure food quality
 - III. For staff to be assigned to stations
 - IV. For guest to see professionalism when waiters serving them
- A. I and II
 - B. I, II, III
 - C. I, III, IV
 - D. All the above

16. The table where a guest is dining is unstable. What do you do?

- A. wait until the guest leaves and make the adjustment
- B. apologies, state the action you will take, take action
- C. place a serviette underneath the table leg
- D. offer the guest a cut wedge of cork

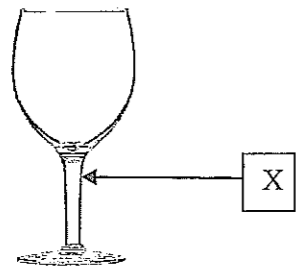
17. Which of the following classified as glassware

- A. Espresso cup, highball, cocktail shaker
- B. Brandy snifter, champagne saucer, hawthorne strainer
- C. Pilsner, goblet, margarita
- D. Jigger, wine glass; highball

18. Cruet set does not accompany the service of

- A. Appetizer
- B. Fish
- C. Coffee and tea
- D. Soup

19.



Above picture is a goblet. X is refer to _____.

- A. punt
- B. stem
- C. neck
- D. lip

20. _____ is a term for any item made from silver for example teapots, milk jugs, sugar.
- A. Hollow-ware
 - B. Cutlery
 - C. Flatware
 - D. Silver-ware
21. Successfully turning a difficult guest into a satisfied guest leaves a lasting impression that can win you their _____ and _____.
- A. loyalty, repeated business
 - B. heart, more tips
 - C. money, inherit wealth
 - D. loyalty, more tips
22. What are the key characteristics of a A La Carte?
- I. Each item has a different price
 - II. More varieties to choose from
 - III. Food is available at a set time
 - IV. It is all you can eat concept
- A. I, and II
 - B. I, and III
 - C. II, III and IV
 - D. All the above
23. _____ is a process of removing sediments from a wine, and allowing wine to breathe.
- A. Decanting
 - B. Brewing
 - C. Distillation
 - D. Boiling

24. What are the advantages of American service?

- I. Controlled portion and able to control food cost
- II. Better food presentation
- III. Fast and consistent services
- IV. Guest may choose portion size

- A. I, and IV
- B. I, II, and IV
- C. II, III, and IV
- D. I, II, and III

25. When guest orders continental breakfast, what are the items included in continental breakfast?

- I. Coffee or tea with it's condiments
- II. Bread and butter with butter and jam
- III. Scrambled eggs and sausages
- IV. A glass of fresh juice

- A. I, II, and IV
- B. I, II, and III
- C. II, III, and IV
- D. All the above

26. Afternoon tea is fast gaining popularity, what are the items usually served for afternoon tea?

- I. Sandwiches
- II. Pastries, scones with it's condiments
- III. Choice of beef bacon and sausages
- IV. Choices of tea and coffee

- A. I, II, and III
- B. II, III, and IV
- C. I, III, and IV
- D. I, II, and IV

27. A fixed menu and a fixed price is known as
- A. Table d'hote menu
 - B. Cycle menu
 - C. A la carte
 - D. Carte du jour
28. Water goblet is positioned _____ from the tip of the main knife.
- A. 5.5cm
 - B. 2.5cm
 - C. 3 inch
 - D. 2 inch
29. The correct glassware to use when serving iced water to the customer is a
- A. Beer mug
 - B. Highball glass
 - C. goblet
 - D. old fashioned glass
30. Demitasse is the other name of _____.
- A. Espresso cup
 - B. Grape scissors
 - C. Margarita Glass
 - D. Fondue fork

SECTION B: (70 marks)

Instructions: This section consists of **FIVE (5)** questions. Answer **ALL** questions in the answer booklet provided.

Question 1

- (a) Identify and explain **FIVE (5)** characteristics of customer service in food service operations:
(10 marks)
- (b) Draw a simple Restaurant organization chart.
(8 marks)

Question 2

Briefly explain the **THREE (3)** types of guest restaurant operations and how to handle them when they are not satisfied with the services provided.
(18 marks)

Question 3

- (a) Define what is training.
(1 marks)
- (b) List any **FIVE (5)** advantages of training program.
(5 marks)
- (c) State **THREE (3)** types of sales promotion in F&B business. Briefly explain each type.
(6 marks)

Question 4

(a) Emily need to take order from a family with 3 kids. Help her to identify any **FIVE (5)** elements that she should aware when taking orders for children.

(5 marks)

(b) All employees should be trained and practices of fire prevention must be carried out daily. There are few practices that employees should aware for. As a trained server, list any **FIVE (5)** practices that employees must be alert.

(5 marks)

Question 5

Differentiate between American Coffee, Espresso, Cappuccino and Latte.

(12 marks)

-THE END-

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