

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 Zulkpli, 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?
  - I. Table service
  - II. In Situ Service
  - III. Self service
  - IV. 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

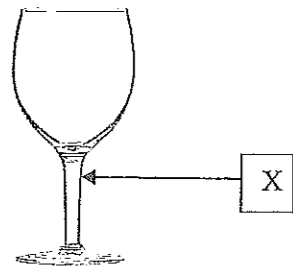
17. Which of the following classified as glassware

- 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 the 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-**

*DHM1114/DCA1103 (F)/Apr2017/reformatted*

