



**FINAL**  
Examination Paper

(COVER PAGE)

Session : January 2015

Programme : Diploma In Hotel Management (DHMN)  
Diploma In Culinary Arts (DCA)

Course : DHM1106/DCA1103 : Food and Beverage Operations

Date of Examination : March 11, 2015 (Wednesday)

Time : 5:00 pm – 7:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

**Section B : Short answer questions (70). Answer ALL the questions.**

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

Materials permitted :  
Nil

Materials provided :  
OMR Sheets

Examiner (s) : Mr Cheng Mun Kid, Ms Christine Khoo Mei Li

Moderator : Dr Kamal Izzuwan bin Ramli

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)  
DHM1106/DCA1103: FOOD AND BEVERAGE OPERATIONS  
FINAL EXAMINATION: JANUARY 2015 SESSION

**Section A (30 marks)**

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

1. Food that is either cooked or completed at the side table in front of the guests is known as \_\_\_\_\_.
  - A. American Service
  - B. Russian Service
  - C. Gueridon Service
  - D. Room Service
  - E. Buffet Service
  
2. The main function of using a napperon is :
  - A. To prevent the tablecloth slipping off the table
  - B. To prevent the table from being stained
  - C. To enhance and decorate the table
  - D. To decorate the restaurant
  - E. To prevent the tablecloth from getting dirty
  
3. Mr Christopher has ordered chicken *consommé* from a *la carte* menu. What should you set when adjusting the cover for this menu item?
  - A. Soup spoon
  - B. Fish fork
  - C. Fish knife
  - D. Table spoon
  - E. B/B knife
  
4. Chef Ramsay has introduced a set meal with the price determined prior to the orders. What is this type of menu called?
  - A. Table d'hote
  - B. Du Jour menu
  - C. Static menu
  - D. A la carte menu
  - E. Cyclical menu

5. What is item "86"?
- A. Food items, which are listed on menu but cannot be prepared on that particular day
  - B. Food items, which are not listed on the menu and can be prepared when requested
  - C. Food items which are popular in the 1986
  - D. Food items not listed in the menu
  - E. Food items which are not popular in the menu
6. Why we need to steam the glasses when polishing?
- A. It kills the bacteria
  - B. It provides moisture to the glass to enable polishing
  - C. To check the glass in good condition
  - D. It provides moisture to the cloth
  - E. To warm the glass
7. Which of the following is **NOT** true?
- A. Turnover service refers to more than one service cycle rendered to the table.
  - B. Turnover service requires the server to change new tables after each service.
  - C. Turnover service is highly recommended to achieve higher sales hence profit.
  - D. Turnover service requires the server to immediately clean and set the table again.
  - E. All of the above.
8. This type of service can accommodate any size group ranging from a dozen to unlimited number of guests. The menu can be limited and served quickly, or it may consist of several courses, elaborately presented and served. Which of the following services **BEST** describes of this?
- A. Banquet service
  - B. Room service
  - C. Counter service
  - D. Buffet service
  - E. Family service
9. The largest producer of tea is \_\_\_\_\_.
- A. India
  - B. Sri Lanka
  - C. China
  - D. Kenya
  - E. Zimbabwe

10. Your guest tells you that he is a devout 'Hindu', what food would you recommend in your restaurant?
- A. Seafood curry
  - B. Cheese omelette
  - C. Vegetarian fried rice
  - D. Lamb shank
  - E. Beef curry serve with rice
11. The arrangement of chinaware, napkin, cutleries and glassware on each place-setting for a specific meal is called a:
- A. Setting
  - B. Mise-en-place
  - C. Cover
  - D. Placement
  - E. Pax
12. Your restaurant manager asked you to explain 'crumbing down' to the newly joined server. How you would explain 'crumbing down' to enable him carry out his job effectively in future?
- A. Is a process of clearing dirty side plates and b/b knife after main course
  - B. Is a process of placing coffee service on the table after main course
  - C. Is a process carried out after main course, dirty items cleared from the table and brushes any crumbs with folded service cloth
  - D. Is a process of clearing accompaniments from the table after main course, follow by coffee and tea
  - E. Is a process of preparing cutleries before serving dessert
13. P-O-S is a system capable of conducting split checks, split items and split payments if requested by the guests. What is P-O-S?
- A. Point-Of-Sale
  - B. Point-On-System
  - C. Point-Of-Service
  - D. Pay-On-Service
  - E. Pay-On-Sale
14. What is/are the billing forms of payment?
- A. Cash
  - B. Travellers Cheque
  - C. Credit Card
  - D. Room Charge
  - E. All of the above

15. A B/B plate is also known as \_\_\_\_\_
- A. Charger plate
  - B. Side plate
  - C. Dessert plate
  - D. Fish plate
  - E. Main plate
16. A hostess should :
- A. Leave extra table settings in case others join the group at the table
  - B. Avoid seating two groups in the same station at the same time
  - C. Seat the smokers wherever they would like to be seated
  - D. Seat large families at the entrance
  - E. Let the guest waiting at the entrance when the restaurant is not busy
17. Generally when are the water goblets cleared?
- A. After the Dessert
  - B. After the guests leave the dining room
  - C. Before the main course
  - D. After Coffee or Tea
  - E. After the main course
18. Your supervisor has asked you to check the cruets. What are you expected to do?
- A. Wash, wipe and fill water to place flower stalk
  - B. Check the bar fridge and refill necessary beverages
  - C. Fill sugar in sugar bowl
  - D. Check the butter and bread
  - E. Refill salt and pepper and wipe them clean
19. If a guest knocks over a glass of water, the first action should be :
- A. Apologise and refill the glass
  - B. Clear the table and reset the table
  - C. Run into the kitchen to get a mop
  - D. Attend to the spillage and cover the area with another table cloth
  - E. Attend to the spillage and cover the area with clean napkin
20. When soiled ware are loaded in racks, mounted on a conveyor by operators for automatic transportation through a dishwashing machine uses a \_\_\_\_\_ dishwashing method.
- A. manual
  - B. tank
  - C. deferred
  - D. automatic conveyor
  - E. sprinkling

21. The customer has ordered a grilled steak with mashed potatoes and steamed vegetables. Traditionally, where should the meat on the plate be positioned when it is placed in front of the guest?
- A. It does not matter
  - B. To the side closest to the knife
  - C. Ask the guest before serving the main course
  - D. Closest to the guest with the vegetables to the top of the setting
  - E. At the top of the setting with the vegetables closest to the guest
22. Espresso and Americano are what types of beverage?
- A. Tea
  - B. Mixer
  - C. Coffee
  - D. Flower flavoured juice
  - E. Syrup
23. Which of the following is served to guests at the beginning of a meal?
- A. Amuse-bouche
  - B. Biscotti
  - C. Snacks
  - D. Petit four
  - E. Al dente
24. When handling glassware, you should always pick up from the :
- A. Base or rim
  - B. Bowl or rim
  - C. Base or stem
  - D. Bowl or stem
  - E. Rim or stem
25. Which of the following is not a waiter's task?
- A. Place orders
  - B. Upselling
  - C. Prepare drinks
  - D. Collect payment
  - E. Perform clearing

26. A breakfast which offers a choice of fresh local sliced fruits, choice of bakery with marmalade and preserves and choice of coffee or tea is called \_\_\_\_\_.
- A. English Breakfast
  - B. European Breakfast
  - C. American Breakfast
  - D. Continental Breakfast
  - E. Simple Breakfast
27. Which of the following is/are the appropriate glassware for serving water?
- A. Poco Grande
  - B. Margarita
  - C. Shot
  - D. Goblet
  - E. All of the above
28. A sideboard is also known as a
- A. Smart waiter
  - B. Spare waiter
  - C. Stupid waiter
  - D. Dummy waiter
  - E. Funny waiter
29. Which of the following actions, at the end of service, is **MOST** likely to help reduce the risk of a fire starting?
- A. Turning off all the lights
  - B. Closing all door and windows
  - C. Unplugging all electrical equipment
  - D. Checking that the fire alarm is on
  - E. Switch on all the air-con and exhaust fan
30. The headwaiter asks you to fire main course for table 4. Which of the following should you do?
- A. Light up the candle for table 4 before main course
  - B. When taking the food to table 4, call out each main course
  - C. Inform the chef that table 4 are ready for their main course
  - D. Ask the guests on table 4 if they are ready for their main course
  - E. Tell the chef the main course dishes for table 4

**Section B:** Answer ALL questions. 70 marks

**Question 1**

Explain the following service:

- (a) What is Gueridon Service. (5 marks)
- (b) List and briefly explain **THREE (3)** advantages and **THREE (3)** disadvantages of Gueridon Service. (15 marks)

**Question 2**

Define the terms below :

- (i) Table d'Hote
  - (ii) Maitre d'Hotel
  - (iii) Cruets
  - (iv) Captains' Order
  - (v) Flambe
  - (vi) Family Service
- (12 marks)

**Question 3**

What are the **FIVE (5)** main elements that are required in food presentation and explain the importance of this to the customer? (10 marks)

**Question 4**

Customer service.

Consider this case: A woman has ordered a sandwich and a drink from a quick service counter. She takes it out to her car, opens the paper bag, and finds that she had been given the wrong sandwich and wrong-sized drink. She returns to the counter, visibly annoyed and waits for several minutes for an employee to finish with another customer before acknowledging her. When she tells the employee her problem, the employee takes the bag from her, yells at another employee for screwing up the order and hands her another bag without comment.

- (a) How could this situation been handled differently? (7 marks)
- (b) What operational changes might prevent similar incidents from happening again? (6 marks)

**Question 5**

Why the "**Menu**" is so important when setting up a restaurant? Please give **FIVE (5)** reasons and briefly explain your answers.

(15 marks)

**-THE END-**

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