

**FINAL**  
Examination Paper

(COVER PAGE)

Session : January 2017

Programme : Diploma In Culinary Arts (DCA)

Course : DCA1103: Food & Beverage Operations

Date of Examination : March 8, 2017 (Wednesday)

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**

Materials permitted :  
Nil

Materials provided :  
OMR Sheets

Examiner (s) : Ms Nur Adilah Zulkipli

Moderator : Dr Kamal Izzuwan Ramli

DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)  
DCA1103: FOOD AND BEVERAGE OPERATION  
FINAL EXAMINATION: JANUARY 2017 SESSION

**SECTION A: (30 Marks)**

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

1. Among all the answers below, which one is **NOT** considered as types of foodservice operation?
  - A. Licensed trade
  - B. Fast food
  - C. Gastrodome
  - D. Brasserie
  
2. Waiter service is a type of table service. Which of the following answers are categorized as waiter service?
  - i. Silver service
  - ii. Russian service
  - iii. Guéridon service
  - iv. Butler service
  - A. i, ii, and iii
  - B. i, ii, and iv
  - C. i, iii, and iv
  - D. All of the above
  
3. Assisted service is a combination between \_\_\_\_\_ and \_\_\_\_\_.
  - A. self-service and single-point service
  - B. specialized service and table service
  - C. table service and self service
  - D. table service and specialized service

4. 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
5. This is a service of customers at a single point where they consume on the premises or take away. Among all answer below, which example is not related to it.
- A. Vending
  - B. Kiosk
  - C. Carvery
  - D. Bar
6. A person that in charge of the staff team for seeing that all duties for pre-preparation for service is carried out. The person in charge is
- A. maître d'hotel
  - B. restaurant manager
  - C. server
  - D. sommelier
7. 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.

8. Among all the answers below, which one is **NOT** related to specialized service?
- A. Lounge service
  - B. Room service
  - C. Home delivery
  - D. Vending service
9. 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. Tray service
  - iv. Self service
  - v. Single point service
- A. I, II and III
  - B. I and IV
  - C. I, II, IV and V
  - D. All of the above
10. In room service breakfast procedure, the floor service staff should return to the room to clear the breakfast tray right after \_\_\_\_\_ minutes.
- A. 60
  - B. 45
  - C. 30
  - D. 75

11. Lounge service can be found in

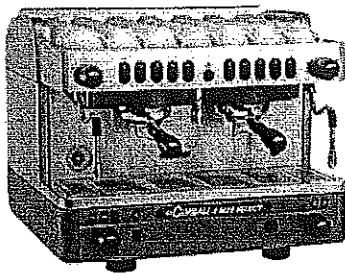
- i. Wine bars
- ii. Hotels
- iii. Cruise
- iv. Restaurant

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

12. *"The coffee is brewed by mixing the grounds of the roasted coffee beans with hot water."*  
Which type of coffee is defined in the statement?

- A. Cappuccino
- B. Espresso
- C. American Coffee
- D. Latte

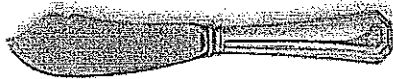
13.



Referring to the above picture, what is the name of the machine?

- A. Latte Machine
- B. Coffee Machine
- C. Macchiato Machine
- D. Espresso Machine

14. This cutlery is placed on the bread and butter plates. What is the name of the cutlery?



- A. Appetizer Knife
- B. BB Knife
- C. Dessert Knife
- D. Fish Knife

15. Potages is best defined as a \_\_\_\_\_.

- A. thick or thin soups that served hot or chilled
- B. items such as hors d'oeuvres
- C. fish, pasta dishes and seafood
- D. chicken and meat

16. Appetizer is designed to \_\_\_\_\_.

- A. become a starter.
- B. stimulate the appetite.
- C. become an additional menu in menu set.
- D. make meals balance.

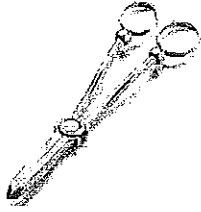
17.



Referring to the above picture, the cutlery is used to open a shell. What is the suitable name for the cutlery?

- A. Dessert Fork
- B. Main course fork
- C. Oyster fork
- D. Appetizer Fork

18.



The above utensil is use to cut off a small bunch of fruits and is known as \_\_\_\_\_.

- A. fruit scissors
- B. fruit tong
- C. grape tong
- D. grape scissors

19. 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

20. Semi vegetarian people will avoid to take \_\_\_\_\_ for their meals.

- A. eggs
- B. milk
- C. red meat
- D. fruits

21. The classical French menu had more than \_\_\_\_\_ courses.

- A. 12
- B. 15
- C. 5
- D. 7

22. Typhoid fever is caused by *Salmonellae typhi* bacteria. What are the symptoms of typhoid fever?

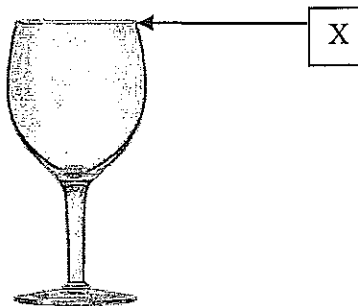
- i. Poor appetite
- ii. Headache
- iii. Fever
- iv. Fainted

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

23. Below is the usage of doilies, dish papers or napkin in presentation of foods, **EXCEPT**

- A. Prevent dish from slipping on the underliner.
- B. Improve presentation.
- C. Absorb fat.
- D. Reduce noise between underliner

24.



Above picture is a goblet. X refers to \_\_\_\_\_.

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

25. \_\_\_\_\_ is a term for any item made from silver such as teapots, milk jugs, and sugar bowl.
- A. hollow-ware
  - B. cutlery
  - C. flatware
  - D. silver-ware
26. In relationship between health and eating, customers are increasingly looking for:
- i. Balanced diet
  - ii. Food ingredients
  - iii. Methods of cooking
  - iv. Colors of food
- A. i, ii and iii
  - B. i, ii and iv
  - C. ii, iii and iv
  - D. All of the above
27. \_\_\_\_\_ is a process of removing sediments from a wine, and allowing wine to breathe.
- A. Decanting
  - B. Brewing
  - C. Distillation
  - D. Boiling
28. Size for cappuccino cup is between \_\_\_\_\_.
- A. 6-8oz
  - B. 8-10oz
  - C. 10-12oz
  - D. 12-14oz

29. Food and beverage operations on trains falls into 3 categories, which are:

- i. Conventional restaurant
- ii. Kiosk (take away)
- iii. Buffet
- iv. Trolley service operation

- A. i, ii and iii
- B. i, ii and iv
- C. ii, iii and iv
- D. All of the above

30. Water goblet is positioned \_\_\_\_\_ from the tip of the main knife.

- A. 5.5cm
- B. 2.5cm
- C. 3 inch
- D. 2 inch

**SECTION B: (50 marks)**

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

**Question 1**

- (a) Based on the menu set below, draw and label table setting for it.

**Appetizer**  
Sweet Pear and Roquefort Salad with Raspberry Vinaigrette and Caramelized Walnuts

**Soup**  
Purple Potato and Parsnip Soup garnished with Parsley Crème

**Main Course**  
Fillet of Salmon with Saffron and Herb Sauce with Purple Cauliflower Souffle

**Dessert**  
Trio Layer Mousse

**(11 marks)**

- (b) As an F&B personnel, illustrate on how you will place teacup and teaspoon to serve coffee/tea to your customer.  
(Label your drawing with name and instruction)

**(6 marks)**

**Question 2**

- (a) Identify and explain **FIVE (5)** factors why do guest dine out.

**(10 marks)**

- (b) List any **FIVE (5)** sectors in foodservice industry.

**(5 marks)**

**Question 3**

- (a) Identify and explain **THREE (3)** types of menus that we can develop in our business. (9 marks)
- (b) List all **FOUR (4)** characteristics of table d'hote menu. (4 marks)

**Question 4**

- (a) After undergo complete course of serving classes, you had faced few types of guests in your operation. But there are **THREE (3)** types of difficult guest. Identify and explain all based on your understanding. You may provide related example. (9 marks)
- (b) List all **FOUR (4)** steps on how to handles complaints. (4 marks)

**Question 5**

- (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 types. (6 marks)

**-THE END-**