



FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

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

Course : DCA1103/DHM1114 : Food & Beverage Operations

Date of Examination : 10th December 2015 (Thursday)

Time : 8:00am – 10:00am 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) : Chef Adam, Muhd Haziq Muizzuddin Jamalulail, Mr Cheng Mun Kid En Mohd Akmal Rohiat

Moderator : Dr Kamal Izzuwan Ramli

This paper consists of 10 printed pages, including the cover page.

DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DIPLOMA IN HOTEL MANAGEMENT (DHM)
DCA1103/DHM1114: FOOD AND BEVERAGE OPERATIONS
FINAL EXAMINATION: AUGUST 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. _____ contains salt & pepper and is kept at the center of the table.
 - A. Bud vase
 - B. Ash Tray
 - C. Cruet Set
 - D. None of these
 - E. None of the above

3. 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

4. Which of the following is not a waiter's task?
 - A. Place orders
 - B. Upselling
 - C. Prepare drinks
 - D. Collect payment
 - E. Perform clearing

5. Activity which takes place before Mise en place is known as
 - A. Food Service
 - B. Table layout
 - C. Order taking
 - D. Mise en scene
 - E. None of the above

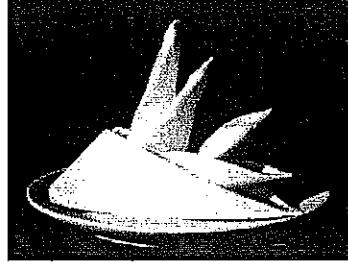
6. Which of the following glasses has a stem?
- A. Highball
 - B. Old fashioned
 - C. Balloon
 - D. Tumbler
 - E. None of the above
7. Complete mise en place of the dining room will promote
- A. Smooth and efficient service.
 - B. Business discussion and entertainment.
 - C. Opportunities for up-selling.
 - D. Customers to tip well.
 - E. All of the above
8. This category of glasses includes **TWO (2)** features / characteristics of basic glassware. There are various sizes and designs for this glass and they have different used. Based on the statement, this can be described as _____.
- A. Stemware
 - B. Mug
 - C. Tumbler
 - D. Footware
 - E. All of the above
9. The correct technique for opening a linen napkin for a seated guest in a fine dining restaurant is to pick up the napkin _____.
- A. With the right hand on the left side of the guest and shake to open.
 - B. On the right side of the guest, pull ends to a triangle shape.
 - C. From the left side of the guest, shake to open then fold in half.
 - D. Using both hands, unfold napkin and fold into quarters and give to the guest
 - E. None of the above
10. 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
11. "Covers" can be defined as _____
- i. Minimum charge for a guest who does not order a whole meal
 - ii. Number of guests in the dining room or at a table
 - iii. China, Flatware, Glassware set for a specific type of meal and service
 - iv. Is a menu page

- A. i and ii
 - B. ii, iii and iv
 - C. i, ii and iii
 - D. i, ii, iii and iv
 - E. i, iii and iv
12. 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
13. What additional details are needed to complete the reservation?
- i. The host name
 - ii. Car plate number
 - iii. The time of arrival
 - iv. A contact telephone number
- A. i and ii
 - B. ii, iii and iv
 - C. i, ii and iii
 - D. i, iii and iv
 - E. i, ii, iii and iv
14. 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
15. When should the dessert cutlery be corrected?
- A. After the soups
 - B. After the appetizer
 - C. After the main course
 - D. After present the menu
 - E. None of the above
16. When does guest's first impression of an establishment occurs?
- A. At the first contact.
 - B. When ordering the food.
 - C. After greeting and seating.
 - D. After they have tasted the food.
 - E. All of the above

17. A BB plate is also known as _____.
- A. Charger plate
 - B. Side plate
 - C. Dessert plate
 - D. Fish plate
 - E. Main plate
18. 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
19. A guest has ordered a first course of steamed marinated scallops with ginger and leeks. The appropriate cutlery is
- A. A fish knife and fish fork.
 - B. A main course knife and fork.
 - C. A dessert spoon and fish fork.
 - D. An entrée knife and entrée fork.
 - E. None of the above
20. The main course meal plates are very hot. As a food runner what would you do to carry the plates to the service area safely?
- A. Leave the plates on the pass until they cool down
 - B. Ask the chef to re-plate the dishes on cooler plates
 - C. Carry the plates with a paper napkin to the waiting staff
 - D. Carry the plates using a service cloth to the waiting staff
 - E. None of the above
21. 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
22. 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
23. When eating an entrée a guest uses the table knife with the table fork. As you are the waiter preparing to clear the entrée plates, you should
- A. Leave the unused cutlery for the next course.
 - B. Inform the guest so they know for next time.
 - C. Remove all cutlery then reset for main course.
 - D. Check with your supervisor first before clearing.
 - E. None of the above
24. Which of the answers below is used in preparing food items in Gueridon?
- A. Tray
 - B. Silverware
 - C. Trolley
 - D. Flambé
 - E. None of the above
25. 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.
26. This type of service used serving gear and producing food from the trolley. Only used in fine dining service.
Which type of service is it?
- A. Russian service
 - B. American service
 - C. Gueridon service
 - D. Buffet service
 - E. English service
27. This menu is used in restaurants promoting special events such as Valentine's Day.
- A. Table d'hôte
 - B. Fixed price menu
 - C. A la carte
 - D. Carte du jour
 - E. Cycle menu

28. The diagram shown below is one of the napkin folding done in a restaurant.
The name of the napkin folding is _____.



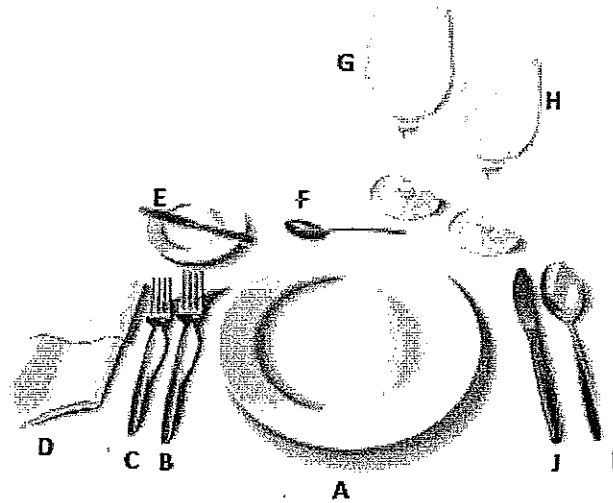
- A. Bishop Hat Napkin
B. Rosebud Napkin
C. Pyramid Napkin
D. Bird of Paradise
E. Chinese fan
29. The dining room ambience is determined by
- A. The service staff, guest requests, timing and seasons.
B. Happy, professional staff in clean uniforms.
C. The lighting, temperature, décor and music.
D. The style of the menu.
E. All of the above.
30. Before service, a food and beverage attendant should check for menu variations.
This will assist in _____.
- A. Placing the correct cutlery on the table.
B. Providing the correct details of dishes.
C. Reorganizing the order of service.
D. Maximizing cost control.
E. All of the above

Section B (70 marks)

Instructions: This section consists of **FIVE (5)** questions. Answer **ALL** questions.

Question 1

Below is a diagram of an informal table setting of a restaurant. Name **ALL** the labeled items accordingly.



(10 marks)

Question 2

In the world of food and beverage, there are different types of service that being practiced by different establishments. There are **FIVE (5)** main services that being practiced. List and discuss each of the service as well as the advantages and disadvantages.

(15 marks)

Question 3

Define **ALL** the terms below with an example:

- i. Menu
- ii. Mise en place
- iii. Jigger
- iv. Flambe
- v. Family Service

(15 marks)

Question 4

Employees are expected to perform their job and to support co-workers in a team approach. Explain **FIVE (5)** duties that a waiter need to carry out during service operations.

(15 marks)

Question 5

Your restaurant is currently serving a Table D'hote menu consist of three course; Salad, Main course and Dessert. As a server, service sequence is a constant practice at any restaurant and the extant of the service sequence differ according to the type of service applied. Reproduce the service sequence that you have been practicing during Restaurant Operations class in detail from the moment the guest seat at the table until they leave the restaurant.

(15 marks)

-THE END-

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