



FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

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

Course : DHM1110 : Food and Beverage Management

Date of Examination : December 9, 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. Answer ALL the questions.

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

Materials permitted :
Nil

Materials provided :
OMR Sheets

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Moderator : Dr Kamal Izzuwan Ramli

This paper consists of 11 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DHM1110: FOOD AND BEVERAGE MANAGEMENT
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. Gueridon service also known as

- A. American service
- B. French service
- C. Russian service
- D. Family Service
- E. Buffet service

2. The challenges of new and existing restaurants are?

- To develop and install new concept
- Acknowledging the possibility to modify it as competition
- Other condition change
- Menu designation
- Pricing strategy

- A. i,ii and iii
- B. ii,iv and v
- C. i, ii, iv and v
- D. i, ii, iii and v
- E. all of the above

3. Which of the followings are the characteristics of service quality?

- Reliability
- Empathy
- Sympathy
- Responsiveness
- Assurance

- A. i, ii, and iii
- B. ii, iv and v
- C. i, ii, iv and v
- D. i, ii, iii and v
- E. all of the above

4. Tangibility of service quality can be described as
- A. Ability to perform the promised service dependably and accurately
 - B. Knowledge and courtesy of employees and their ability to convey trust and confidence
 - C. Caring, individualized attention the firm provides its customers
 - D. Appearance of physical facilities, equipment, personnel, and communication materials
 - E. Willingness to help customers and provide prompt service
5. Frame of restaurant concepts to the public perceptions includes:
- Symbols
 - Music
 - The menu
 - The food presentation
 - The personality of the owner
- A. i,ii and iii
 - B. ii,iv and v
 - C. i, ii, iv and v
 - D. i, ii, iii and v
 - E. all of the above
6. The bar set up can be in three different way which are
- A. Front bar only
 - B. Front bar, back bar and under bar
 - C. Front bar and back bar
 - D. Under bar only
 - E. Front bar and under bar
7. What are the main equipment that are required to be set up in the bar
- Ice machine
 - Sanitary ice bin
 - Kegs of draft beer
 - Speed gun
 - Wine opener
- A. i,ii and iii
 - B. ii,iv and v
 - C. i, ii, iv and v
 - D. i, ii, iii and v
 - E. all of the above

8. Below are the factors affecting the bar layout and design **EXCEPT**

- A. Distance to the storeroom and dispensing
- B. Location of the beer kegs and cooling equipment
- C. Degree of self-sufficiency of the bar
- D. The length of the working table
- E. All of the above

9. What is a captain order?

- A. It is a tool to record guest order
- B. It is a tool to record guest comment
- C. It is a tool to record customer satisfaction
- D. It is a tool to record employees behavior
- E. It as an employee handbook

10. Who takes the order?

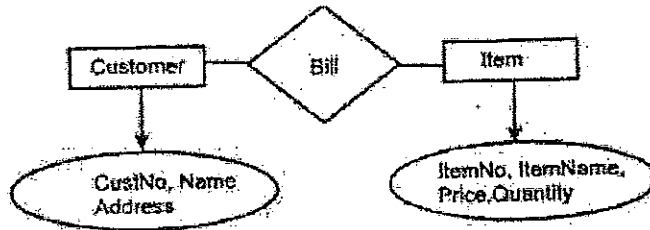
- A. Waiter
- B. Captain
- C. Restaurant manager
- D. Hostess
- E. All of the above

11. What are the etiquettes taking order

- Stand erect
- Eye contact
- Smile
- Record properly
- Listen attentively

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

12.



According to the diagram above, what are the billing systems best described the diagram?

- A. Triplicate billing system
- B. Duplicate billing system
- C. Traditional billing system
- D. Computerized billing system
- E. Electronic billing system

13. What are the functions of Micros system?

- Ordering
- Cashiering
- Reporting
- Summarization
- Analyzing

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

14. In micros system, every restaurant personnel are given a card according to specific function. What are the 3 main card

- A. Server card, cashier card and manager card
- B. Server card, busperson card and cashier card
- C. Server card, cashier card and customer card
- D. Server card, cashier card and chef card
- E. Server card, manager card and chef card

15. Below is the purpose of recoding sale **EXCEPT**
- A. Calculate turnover
 - B. Preparing bill
 - C. Analysis sales performance
 - D. Segregation of means of payment
 - E. Calculate the menu item
16. What are three types of market
- A. Primary market, middle market and customer market
 - B. Primary market, secondary market and tertiary market
 - C. Primary market, secondary market and customer market
 - D. Primary market, middle market and tertiary market
 - E. Primary market, middle market and top market
17. Which of the statements is **TRUE** about primary market
- A. They accept or produce product and distribute them to the local market
 - B. The retail or cash warehouse is a method suitable for smaller companies
 - C. What happens in this market will effects the entire market
 - D. A current pass obtained from the warehouse is required to gain access
 - E. Physical function units for the warehouse products
18. What are the purchasing systems available
- A. Formal bid buying and open market buying
 - B. Informal bid buying and close market buying
 - C. Formal bid buying and close market buying
 - D. Informal market buying and open market buying
 - E. Formal market buying and informal market buying
19. Bid in purchasing system is describe as?
- A. Common use method especially in in smaller foodservice institution
 - B. Opened on a designated date and the contract generally is awarded
 - C. Request daily prices for fresh fruits
 - D. Involves ordering needed food and supplies from a selected list
 - E. Used a monthly quotation list
- d
✓

20. Blind receiving means?

- A. This a paper that list shipping information
- B. It is a duty of the management to supervise closely
- C. Had both the quantity of delivered and the price written on the black surface
- D. It has own number with name of the company, quality and quantity price
- E. None of the above.

21. Types of foodservice system include

- Convenience system
- Conventional system
- Ready food system
- Correction system
- Electronic system

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

22. Ready food system can be describe as

- A. Dishes are prepared from raw ingredients in the restaurant it self
- B. Less preparation and equipment needed
- C. Food is prepared in large quantities
- D. Quality assurance is made easier
- E. Food is prepared on premise and chilled or frozen to serve after

23. Types of buffet include

- Table buffet
- Fork buffet
- Finger buffet
- Spoon buffet
- Dine around buffet

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

24. Below is the characteristic of finger buffet **EXCEPT**
- A. No cutlery is provided
 - B. The food is bite size
 - C. Customer pick up food onto plates provided and eat with their hands
 - D. Suitable for reception before lunch and dinner
 - E. Suitable for short break
25. When preparing buffets, specific techniques are required, what are the techniques?
- Food selection
 - Food preparation
 - Controlled cooking
 - Cutleries selection
 - Cooling
- A. i,ii and iii
 - A. ii,iv and v
 - B. i, ii, iv and v
 - C. i, ii, iii and v
 - D. all of the above
26. What are important elements needed for a successful buffet display
- Glazing or preservation food
 - Garnishing
 - Decoration
 - Lighting
 - Selection of service vessels
- A. i,ii and iii
 - A. ii,iv and v
 - B. i, ii, iv and v
 - C. i, ii, iii and v
 - D. all of the above

27. Most of the establishment have emergency generators in case of electrical blackout, what are the action taken when electrical blackout in the establishments

- inform all the guest
- open all ventilation
- light candles
- call emergency officer
- offer refreshments

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

28. Safety rules for dining personnel includes the following, **EXCEPT**

- A. Walk do not run
- B. Report all accidents
- C. Report all faulty equipment
- D. Check all equipment before used it
- E. Report all items sold in the restaurant

29. Types of vegetarianism include

- Semi
- Lacto ovo
- Lacto
- Vegans
- Fruitarians

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

30. A server can contribute to fire safety by

- Observing no smoking rules
- Follow fire procedures
- Never misuse fire extinguisher
- Never obstruct fire exits
- Keeping flammable materials away from heat sources

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

Section B : Answer ALL questions. (70 marks)

Question 1

Standard recipes are those recipes that have already being tested and approved by the users. There are certain advantages in practicing standard recipes in restaurant operations. Explain **FIVE (5)** of the advantages.

(15 marks)

Question 2

Customers compare the service they 'experience' with what they 'expect' and when it does not match the expectation, a gap arises. Define the **Four (4)** service gaps.

(15 marks)

Question 3

A buffet is a system of serving meals in which food is placed in a public area and diners generally serve themselves. Explain what are the advantages and disadvantages of Buffet service.

(12 marks)

Question 4

Purchasing system is a contract between the buyer and vendor made by fax computer, telephone or through sales representatives. Define the purchasing system available

(15 marks)

Question 5

Gueridon service is where the dish partially prepared from the kitchen to be completed in the restaurant. Explain the advantages and disadvantages of Gueridon service.

(15 marks)

-THE END-

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