



**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2014

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

Course : DHM1106/DCA1103/HMG1107 : Food and Beverage Operations

Date of Examination : December 10, 2014 (Wednesday)

Time : 2:00 pm – 4:00 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

Examiner (s) : Ms Christine Khoo, Ms Sabrina Mohd Hashim

Moderator : Dr Kamal Izzuwan Ramli

*This paper consists of 9 printed pages, including the cover page.*

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN HOTEL MANAGEMENT (DHMN/DHM)  
DIPLOMA IN CULINARY ARTS (DCA)  
DHM1106/DCA1103/HMG1107: FOOD AND BEVERAGE OPERATIONS  
FINAL EXAMINATION: AUGUST 2014 SESSION

**Section A**

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

1. If a server has an open cut wound, he/she should \_\_\_\_\_.
  - A. Leave it open
  - B. Cover with water proof plaster
  - C. Continue working
  - D. Wait until later
  - E. Get admitted to the hospital
  
2. Personal behaviors that can contaminate food are \_\_\_\_\_.
  - A. Picking on pimples
  - B. Touching the face and nose
  - C. Rubbing the ears
  - D. Playing with hair
  - E. All of the above
  
3. 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
  
4. It is most important to wash your hands, after \_\_\_\_\_.
  - A. Making a cup of tea
  - B. Washing up
  - C. Emptying the kitchen rubbish bin
  - D. Wiping a clean plate
  - E. Sanitizing your hand

5. Identify the utensil shown in the image below.



- A. Jigger
  - B. Ice shovel
  - C. Strainer
  - D. Bar caddy
  - E. Bar spoon
6. Mr John has ordered prawn bisque from the A la Carte menu. What should you set when adjusting the cover for this menu item?
- A. Fish fork
  - B. Soup spoon
  - C. Fish knife
  - D. Table spoon
  - E. Dessert spoon
7. Which of the following glasses has a stem?
- A. Highball glass
  - B. Shot glass
  - C. Champagne flute glass
  - D. Collin glass
  - E. Rock glass
8. 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 is 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

9. Which menu offers individually priced side dishes?
- A. À la carte
  - B. Table d'hôte
  - C. Du Jour
  - D. Static
  - E. Cyclical
10. The largest tea producer is \_\_\_\_\_.
- A. India
  - B. Sri Lanka
  - C. China
  - D. Kenya
  - E. Zimbabwe
11. 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
12. A restaurant has been exceptionally busy and has run out of a number of main course menu items. When should guests be informed?
- A. When the unavailable item is requested
  - B. As soon as the guests are greeted and seated
  - C. As the waiter distributes the menu to the guests
  - D. After the guests have eaten their first course
  - E. As the guests enter the restaurant
13. What is/are the billing forms of payment?
- A. Cash
  - B. Travellers cheque
  - C. Credit card
  - D. Room charge
  - E. All of the above

14. When are the water goblets cleared from the table?
- A. After dessert
  - B. Before the main course
  - C. After guests leave the dining room
  - D. After coffee or tea
  - E. After main course
15. Espresso and Americano are \_\_\_\_\_.
- A. teas
  - B. mixers
  - C. juices
  - D. coffees
  - E. milks
16. When guests arrive at a restaurant the first thing that the waiter is required to do is \_\_\_\_\_.
- A. explain the style of service
  - B. collect their coats and jackets
  - C. greet the guests
  - D. show the guests to their table
  - E. serve water
17. The main course meat/fish dish when served on the hot joint plate should be positioned at \_\_\_\_\_.
- A. 1 o'clock
  - B. 3 o'clock
  - C. 6 o'clock
  - D. 9 o'clock
  - E. 12 o'clock
18. A 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. after dining for the first time at the restaurant

19. Which of the following is served to guests at the beginning of a meal?
- A. Biscotti
  - B. Amuse-bouche
  - C. Snack
  - D. Soup
  - E. Entrée
20. 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, room temperature, décor and music
  - D. the style of the menu
  - E. the façade
21. The word 'cover' refers to the \_\_\_\_\_.
- A. folded napkin
  - B. tablecloth overlay
  - C. placemat for a guest
  - D. place setting for one guest
  - E. flatware
22. When writing food orders, using the abbreviations set by management for the menu items will \_\_\_\_\_.
- A. assist the guests in what they have ordered
  - B. help the stocktaking process
  - C. save time and minimise errors
  - D. save paper
  - E. save money
23. A B/B plate is also known as a \_\_\_\_\_.
- A. charger plate
  - B. side plate
  - C. dessert plate
  - D. fish plate
  - E. main plate

24. A garment that identifies the occupation of the wearer is \_\_\_\_\_.
- A. a uniform
  - B. a jacket
  - C. a shirt
  - D. a suit
  - E. a blazer
25. When handling glassware, you should always pick up from the \_\_\_\_\_.
- A. Base or rim
  - B. Bowl or rim
  - C. Bowl or stem
  - D. Base or stem
  - E. Rim or stem
26. A sideboard is also known as a \_\_\_\_\_.
- A. Dummy waiter
  - B. Smart waiter
  - C. Spare waiter
  - D. Stupid waiter
  - E. Funny waiter
27. Cooperating and working together with co-workers and supervisors is \_\_\_\_\_.
- A. a system
  - B. teamwork
  - C. a Production Program
  - D. productivity
  - E. a policy
28. Which of the following is not a waiter's task?
- A. Place orders
  - B. Prepare drinks
  - C. Upselling
  - D. Collect payment
  - E. Perform clearing

29. Why do we need to steam the glasses when polishing?
- A. To kill bacteria
  - B. To check whether the glass is in a good condition
  - C. It provides moisture to the cloth used for polishing
  - D. It provides moisture to the glass to enable polishing
  - E. To warm the glass
30. Which of the following best describes the duties of a station head?
- A. Set the standards of service
  - B. Accepting bookings, reserving tables, greets guests and leading them to their respective table
  - C. Responsible for a team of staff serving a number of sets of tables
  - D. In charge of the staff team for seeing that all duties for pre-preparation for service is carried out
  - E. Handles reservations

**Section B (70 marks)**

**Instructions:** Answer ALL questions.

**Question 1**

- (a) Define menu (4 marks)
- (b) List and briefly explain FIVE (5) basic types of menu available. (10 marks)

**Question 2**

Identify and briefly explain the SEVEN (7) elements involved in preparing a cocktail. (14 marks)

**Question 3**

List FIFTEEN (15) common chinaware found in restaurants. (15 marks)

**Question 4**

Illustrate and label the table setting for the following set menu:

MENU OF THE DAY
Caesar Salad
XXXXXXXXXXXXXXXXXX
Cream of broccoli soup served with soft roll
XXXXXXXXXXXXXXXXXX
Black pepper steak
XXXXXXXXXXXXXXXXXX
Chocolate cake served with vanilla ice cream
XXXXXXXXXXXXXXXXXX
Red Wine

**(13 marks)**

**Question 5**

(a) Besides the kitchen/food production area, identify **FIVE (5)** other essential back of the house areas of a restaurant.

**(5 marks)**

(b) List **NINE (9)** common equipment found in a stillroom.

**(9 marks)**

**-THE END-**