

FINAL
Examination Paper

(COVER PAGE)

Session : April 2016

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

Course : DHM1114/DCA1103: Food & Beverage Operations

Date of Examination : July 28, 2016 (Thursday)

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

Examiner (s) : En Mohd Akmal Rohiat, Mr Amerjit Singh, Ms Nor Fatin Hidayah

Moderator : Dr Kamal Izzuwan Ramli

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DHM1114/DCA1103 : FOOD AND BEVERAGE OPERATIONS
FINAL EXAMINATION: APRIL 2016 SESSION

Section A (30 marks)

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

1. Below are the items that you need to have for setting the 'a la carte' cover **EXCEPT**:
 - A. side plate
 - B. soup spoon
 - C. water goblet
 - D. napkin

2. In a restaurant organizational structure, a station headwaiter will report to:
 - A. 'Maitre d'hotel'
 - B. 'Chef de rang'
 - C. 'Debarrasseur'
 - D. 'Trancheur'

3. Which of these tableware must be on table when setting up for 'a la carte' ?
 - (i) BB plate and BB knife
 - (ii) Table knife and table fork
 - (iii) Dessert spoon and dessert fork
 - (iv) Goblet
 - (v) Soup spoon
 - A. (i), (ii) and (iv)
 - B. (ii), (iv) and (v)
 - C. (ii) and (v)
 - D. All of the above

4. In American Service, clearing the cutleries and tableware must be from the _____.
 - A. Left.
 - B. Right.
 - C. Middle.
 - D. Right and Left.

5. Food is plated from the kitchen and served to the guest on the plate.
 - A. Buffet service.
 - B. Russian service.
 - C. American service.
 - D. Italian service.

6. What is the maximum number of plates that professionals carry to the table?
 - A. 4
 - B. 2
 - C. 1
 - D. No limitation

7. A BB plate is also known as _____
 - A. side plate.
 - B. joint plate.
 - C. dessert plate.
 - D. fish plate.

8. Which menu offers individually priced side dishes?
 - A. À la carte
 - B. Set menu
 - C. Buffet
 - D. Combo

9. What is an 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.

10. When taking reservation, the necessary information that should be written down are:
- (i) guest name
 - (ii) arrival time
 - (iii) number of pax
 - (iv) date
 - (v) waiter's name
- A. (i), (ii), (iii) and (iv)
B. (i), (iii) and (iv)
C. (ii) and (iii)
D. All of the above
11. French service is also known as:
- A. plate service
B. silver service
C. gueridon service
D. table service
12. Which of the following is the correct procedure for serving bread rolls?
- A. Hold the bread basket on the flat of your right hand.
B. Move clockwise round the table.
C. Only serve bread rolls if the guest request.
D. Pick up the bread roll with the service cutlery, transfer to the side plate.
13. Which of the following sauce served with Roast Lamb?
- A. mint sauce.
B. cocktail.
C. worcestershire sauce.
D. white sauce.
14. Smorgasbord service is similar to:
- A. buffet service.
B. banquet service.
C. french service.
D. english service
15. The sequence of serving the course during a meal is as follows:
- A. appetizer, entrée, dessert.
B. appetizer, dessert, salad.
C. salad, appetizer, dessert.
D. entrée, appetizer, salad, dessert.

16. 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.
17. The floor plan is determined by
- A. the waiters' section.
 - B. the guests' reservations.
 - C. guests with wheelchairs.
 - D. the distance from the kitchen.
18. 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.
19. 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. reorganising the order of service.
 - D. maximising cost control.
20. The establishment you work at does not take reservations. What do you do when guests arrive?
- A. ask the guests for their names and telephone numbers
 - B. greet them and ask how many are in the party
 - C. seat them at the closest empty table
 - D. show them to the bar
21. When eating an entrée a guest uses the main course knife with the entrée fork. As you are the waiter preparing to clear the entrée plates, you should
- A. replace 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.

22. Which menu item would require the service of a finger bowl?
- A. canapés
 - B. fish and chips
 - C. whole mud crab
 - D. tempura style prawns
23. Which of the following is an example of a condiment?
- A. chips
 - B. butter
 - C. mustard
 - D. side salad
24. A guest that is lactose intolerant should avoid menu items that contain _____
- A. eggs.
 - B. dairy.
 - C. wheat.
 - D. gluten.
25. Promoting local and regional foods on the menu to international guests
- A. increases food sales.
 - B. is the best way to earn tips.
 - C. is a way of enhancing the guests' experience.
 - D. offers the opportunity of selling unpopular foods.
26. The waiter recommends a side order to accompany the guest's main course. This is _____
- A. to educate the guest for the future.
 - B. an example of professional service.
 - C. to demonstrate the chef's skills.
 - D. an upselling skills.
27. Which item of equipment is used to keep food hot on a buffet?
- A. chafing dish
 - B. sizzling plate
 - C. Gueridon trolley
 - D. wooden chopping board

28. An indication that a guest's plate is ready to be cleared is when
- A. the guest stops eating.
 - B. the food has gone cold.
 - C. the guest has left the table.
 - D. the knife and fork are placed together on the plate.
29. You crumb the table and adjust the cutlery for dessert when
- A. the main course is finished and dessert menus have been given.
 - B. all plates, cutlery and cruets have been removed.
 - C. the side plates have been removed.
 - D. the table is dirty.
30. A credit card is valid when
- A. the name on the card and the reservation name match.
 - B. the date on the card has not expired.
 - C. the card is issued by a local bank.
 - D. the credit card has a photo ID.

Section B: Answer ALL questions. 70 marks

Question 1

- (a) Define the following terms :
- (i) Table d'hote menu
 - (ii) A la carte menu
 - (iii) Fixed price menu
 - (iv) Carte du jour
 - (v) Cycle menu
- (10 marks)
- (b) List down **FIVE (5)** of the menu structure.
- (5 marks)
- (c) Define menu and what are the advantages of cyclic / cycle menu in an institution?
- (5 marks)

Question 2

- (a) Give **FIVE (5)** reasons why the waiter should study the menu before service?
- (5 marks)
- (b) List the **FIVE (5)** duties of a waiter.
- (5 marks)
- (d) Identify and briefly explain the **FIVE (5)** positions in organization of food & beverage service staff.
- (10 marks)

Question 3.

Identify **TEN (10)** points of employee's hygiene checklist.

(10 marks)

Question 4

Servers are often trained to conduct upselling to the assigned customers. As a Restaurant Manager, briefly explain **FIVE (5)** essential criteria that a server should possess in order to conduct an effective upselling

(10 marks)

Question 5

List and briefly explain **FIVE (5)** advantages and **FIVE (5)** disadvantages of Russian Service.

(10 marks)

-THE END-

DHM1114(F)/April 2016/formatted

