

FINAL  
Examination Paper

(COVER PAGE)

Session : August 2017

Programme : Diploma In Hotel Management (DHMN)

Course : DHM1114 : Food & Beverage Operations

Date of Examination : December 13, 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

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DHM1114 : FOOD AND BEVERAGE OPERATION  
FINAL EXAMINATION AUGUST 2017 SESSION

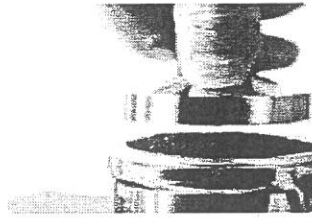
**Section A (30 marks)**

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

1. This service is where the F&B personnel have to use a trolley and show his/her skills in front of the guest at the table.
  - A. American Service
  - B. Russian Service
  - C. Buffet Service
  - D. Gueridon Service
  
2. This is a diagram which indicates the hierarchy and flow of command in the respective department.
  - A. Flow chart
  - B. Organization chart
  - C. Checklist
  - D. Service chart
  
3. 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

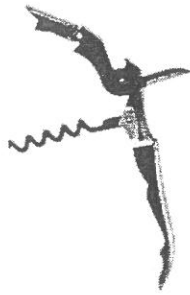
4. Referring to the picture below, what is the name of this process in coffee making?

- A. Tempering
- B. Grinding
- C. Filtering
- D. Frothing



5. What is the name of the equipment in the picture below?

- A. Bottle opener
- B. Corkscrew
- C. Can opener
- D. Wine stirrer



6. Referring to the below picture, what is the name of the glass?

- A. White wine glass
- B. Red wine glass
- C. Champagne flute
- D. Slim jim



7. There are a few types of menu and Static menu is one of it. What is the definition of a Static Menu?
- A. It's typically a limited menu requiring minimum cooking equipment and cooking skills.
  - B. Every day, during the 4 weeks, the menu is different
  - C. This is usually practiced to promote chef's signature dish or to promote certain food item.
  - D. A menu that changes daily.
8. In Food and Beverage Operations, guests are the most important person. Which of the following defines **THREE (3)** types of difficult guest?
- A. Distracted guest, the happy go lucky guest and the thankful guest
  - B. Distracted guest, the disappointed guest and the talkative guest
  - C. Distracted guest, the disappointed guest and the disruptive guest
  - D. Distracted guest, the disappointed guest and guest who like to make complaint
9. When and which dish do we use the cutlery in the picture below?
- A. Lamb
  - B. Chicken
  - C. Beef
  - D. Fish



10. This a process which a waiter must complete after the waiter clears the main course and before serving the dessert.
- A. Serving coffee or tea
  - B. Crumbing the bread crumbs
  - C. Presenting the bill
  - D. Remove the center piece

11. In a restaurant organizational chart, a bar tender reports to?
- A. F&B Manager
  - B. Headwaiter
  - C. Supervisor
  - D. Assistant Manager
12. What are the equipment that a waiter have to prepare for Russian service?
- (i) Service gear
  - (ii) Sauce boat
  - (iii) Waiter's cloth
  - (iv) Silver platter
- A. (i), (ii), and (iii)
  - B. (i), (ii), and (iv)
  - C. (ii), and (iv)
  - D. All the above
13. What is the definition of guest first impression in F&B operations?
- A. When guest receives the main course
  - B. When guest is greeted by hostess
  - C. When guest is served the beverages
  - D. When guest is leaving the restaurant
14. Which is the sequence of service in a set menu when guest is dining?
- A. Dessert, appetizer, soup, main course
  - B. Appetizer, main course, soup, dessert
  - C. Appetizer, soup, main course, dessert
  - D. Soup, appetizer, dessert, main course

15. The following are part of the requirement of personal hygiene and grooming in restaurant operations, **EXCEPT**?
- (i) Maintaining personal cleanliness
  - (ii) Wearing crumpled work attire
  - (iii) Keeping long hair and nails
  - (iv) Reporting illnesses
- A. (i), and (ii)
  - B. (ii), and (iii)
  - C. (i), (ii), and (iv)
  - D. All the above
16. What is the reason for a restaurant to have a side station?
- A. To prepare mis en place for service
  - B. For staff to keep their belongings
  - C. For guest to use in case the restaurant is full
  - D. For chef to use as a preparation station
17. What are the key characteristics of a Table D' Hote?
- (i) Selling price is fixed
  - (ii) Limited choice within each course
  - (iii) Food is available at a set time
  - (iv) It is all you can eat concept
  - (v) Menu has a fixed number of courses
- A. (i), (ii), and (iv)
  - B. (i, ii, iii, and v
  - C. ii, iii, and iv
  - D. All the above
18. This menu is usually practiced to promote chef's signature or a certain food item.
- A. Static menu
  - B. Cycle menu
  - C. Du jour menu
  - D. A la carte

19. What is the benefit of providing excellent service when guest is dining in your restaurant?
- (i) Achieving sales target
  - (ii) Repeated guest
  - (iii) Staff can be rude
  - (iv) Good reputation
  - (v) Higher profit
- A. (i), (ii), (iv), and (v)  
B. (i), (ii), (iii), and (v)  
C. (ii), (iii), (iv), and (v)  
D. (iii), (iv), and (v)
20. What must a service personal do when handling guest complaint?
- (i) Listen and maintain eye contact
  - (ii) Ignore the guest
  - (iii) Apologize to the guest
  - (iv) Solve the issue raised by guest
  - (v) Thank the guest for highlighting the issue
- A. (i), (ii), and (iv)  
B. (ii), (iii), (iv), and (v)  
C. (i), (iii), (iv) and (v)  
D. (i), (ii), (iv), and (v)
21. What are things that needs to be in a captain order in restaurant operations?
- (i) Date and time
  - (ii) Name of order taker/waiter
  - (iii) Number of person/pax
  - (iv) Description of items ordered
  - (v) Seat number
- A. (i) and (ii)  
B. (i), (ii), and (iii)  
C. (i), (iv), and (v)  
D. All the above

22. When a waiter recommends additional dish to a guest, what is the waiter doing?
- A. Upselling
  - B. Forcing
  - C. Cheating
  - D. Managerial
23. What are the advantages of micro system in hospitality industry?
- (i) Keys in order to save time
  - (ii) Assists in bill settlements
  - (iii) Keep track of items sold
  - (iv) Able to print daily, monthly and yearly reports
  - (v) Helps in menu engineering for new menu implementation
- A. i, ii, and v
  - B. i, ii, and iii
  - C. ii, iii, iv, and v
  - D. All the above
24. American service is one of the recognized service in F&B operations. What are the advantages of American service?
- i. Portion controlled and lower food costs
  - ii. Plate presentation
  - iii. Consistency
  - iv. Fewer servers required
  - v. Expensive equipment required
- A. i, ii, iii, and iv
  - B. ii, iii, iv, and v
  - C. i, iii, iv, and v
  - D. All the above
25. A type of food service where the waiter will use a silver platter to serve the guest?
- A. American Service
  - B. English Service
  - C. French Service
  - D. Russian Service.

26. Who is the personnel below who will mix cocktails and mocktails in a restaurant?
- A. Busboy
  - B. Bartender
  - C. Maitre d'Hotel
  - D. Station supervisor
27. A guest that is gluten allergy, a captain should recommend items that does not contain \_\_\_\_\_
- A. Eggs.
  - B. Dairy.
  - C. Wheat.
  - D. Peanuts.
28. What are the required personality and grooming of a food and beverage personnel when in restaurant especially during service period?
- i. Professional appearance
  - ii. Knowledge of food and beverage
  - iii. Punctuality
  - iv. Sense of urgency
  - v. Crumpled uniform
- A. i, ii, iii, and iv
  - B. ii, iii, and
  - C. i, ii, iii, and v
  - D. ii, iv, and v
29. What are the disadvantages of French service?
- i. High cost equipment
  - ii. Require staff with skills
  - iii. Time consuming
  - iv. Personalized service
  - v. Entertaining
- A. i, ii, and iii
  - B. i, ii, iii, and iv
  - C. ii, iii, and v
  - D. iii, iv, and v

30. A mixed alcoholic beverages is also called \_\_\_\_\_?

- A. Cocktail
- B. Mocktail
- C. Fresh Juice
- D. Tutty fruity

**Section B :** Answer **ALL SEVEN (7)** questions in the answer booklet provided. **(70 marks)**

**Question 1**

Briefly explain the guest disappointment in food and beverage. How can we avoid this disappointment and to handle a disappointed guest?

(15 marks)

**Question 2**

Elaborate the **FIVE (5)** characteristics of customer services in the Foodservice operations?

(15 marks)

**Question 3**

List and briefly explain the types of tea.

(15 marks)

**Question 4**

Accepting reservations is an important element in F&B operations. What is the advantages and disadvantages of accepting guest reservation?

(15 marks)

**Question 5**

Part of the duty of a supervisor is to conduct service training.

(a) Define training.

(2 Marks)

(b) What are the objective of training in food and beverage operations?

(8 marks)

**-THE END-**