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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
(ONLINE)  
SEMESTER II  
SESSION 2020/2021**

**COURSE NAME : SKILLS AND ETHICS IN F&B SERVICE**  
**COURSE CODE : BBK 27103**  
**PROGRAMME CODE : BBC**  
**EXAMINATION DATE : JULY 2021**  
**DURATION : 3 HOURS**  
**INSTRUCTION : ANSWER ALL QUESTIONS**

**THIS QUESTION PAPER CONSISTS OF SIX (6) PAGES**

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**TERBUKA**

**PART A****Answer all question.**

- Q1** Carême's books contain the first systematic account of \_\_\_\_\_.
- (a) recipes
  - (b) menu making
  - (c) cooking principles
  - (d) all of the above
- Q2** Escoffier simplified the "general confusion" of the old menus by calling for
- (a) only one or two dishes per course.
  - (b) ensuring that dishes follow one another harmoniously.
  - (c) dishes to delight the taste with their delicacy and simplicity.
  - (d) all of the above
- Q3** An executive chef must have \_\_\_\_\_ knowledge and skills.
- (a) supervisory
  - (b) management
  - (c) food production
  - (d) all of the above
- Q4** A professional food service worker possesses \_\_\_\_\_.
- (a) staying power and a positive attitude toward the job
  - (b) eagerness to learn and the ability to work with people
  - (c) experience, dedication to quality, and a good understanding of the basics
  - (d) all of the above
- Q5** Fusion cuisine is \_\_\_\_\_.
- (a) sometimes a jumbled mess
  - (b) a cooking style that uses ingredients and techniques from more than one regional or international cuisine
  - (c) bringing new excitement to cooking and restaurant menus in the hands of skilled chefs
  - (d) all of the above

- Q6** All bacteria are \_\_\_\_\_.
- (a) harmless
  - (b) beneficial
  - (c) undesirable
  - (d) none of the above
- Q7** Bacteria \_\_\_\_\_.
- (a) multiply by splitting in half
  - (b) can double in number every 15 to 30 seconds
  - (c) can multiply to a million in less than 30 minutes
  - (d) all of the above
- Q8** Which of the following conditions can affect the growth of bacteria?
- (a) food and moisture
  - (b) acidity and alkalinity
  - (c) temperature, air, and time
  - (d) all of the above
- Q9** The temperature range of the Food Danger Zone is \_\_\_\_\_.
- (a) between 41°F (5°C) and 135°F (57°C)
  - (b) a factor that affects the growth of only anaerobic bacteria
  - (c) the range of temperature in which bacterial growth is slowest
  - (d) all of the above
- Q10** Between the time it is received and the time it is served, a food should be left in the Food Danger Zone for no more than \_\_\_\_\_.
- (a) one hour
  - (b) three hours
  - (c) four hours
  - (d) none of the above. Food should never be left in the Food Danger Zone.
- Q11** No matter how detailed a recipe may be, it assumes the cook \_\_\_\_\_.
- (a) has certain knowledge
  - (b) knows how to measure ingredients
  - (c) understands the terminology it uses
  - (d) all of the above

- Q12** A written recipe cannot tell you everything, and some judgment by the cook is always required because \_\_\_\_\_.
- (a) food products are not uniform
  - (b) kitchens do not have the same equipment
  - (c) it is impossible to give exact instructions for many processes
  - (d) all of the above
- Q13** A standardized recipe is a customized recipe developed by an operation \_\_\_\_\_.
- (a) for its own cooks
  - (b) using its own equipment
  - (c) to be served to its own patrons
  - (d) all of the above
- Q14** Which of the following is not true regarding standardized recipes?
- (a) They have limitations.
  - (b) Their function is to control quality and quantity.
  - (c) They are basically the same as instructional recipes.
  - (d) They contain very precise and detailed information about ingredients, equipment, directions, plating, and cleaning up.
- Q15** Table d'hôte menus \_\_\_\_\_.
- (a) offer the same dishes every day.
  - (b) usually have four or more courses.
  - (c) list complete meals at given package prices.
  - (d) are more appropriate for dinner menus than lunch menus because they offer more selections.
- Q16** The proper order of courses in a dinner should be \_\_\_\_\_.
- (a) appetizer, salad, main dish.
  - (b) soup, salad, main dish.
  - (c) appetizer, soup, salad, main dish.
  - (d) all of the above.
- Q17** A prix fixe menu \_\_\_\_\_.
- (a) has a fixed price for each separate course.
  - (b) is a supplement to a table d'hôte menu.
  - (c) gives a single basic price for a meal.
  - (d) is the same as an à la carte menu, except that there are additional prices for appetizers and desserts.

- Q18** A menu is a list of dishes\_\_\_\_\_.
- (a) to be prepared
  - (b) from which to make selections for a meal
  - (c) served or available to be served at a meal
  - (d) all the above
- Q19** Which of the following is true about the menu?
- (a) Nearly every aspect of a food service business depends on it.
  - (b) It is the single most important document in the food service business.
  - (c) Purchasing, production, sales, cost accounting, labor management, kitchen layout, and equipment selection are based on it.
  - (d) all the above
- Q20** Which establishment fits this description: The range of its guests includes budget-minded tourists and business people on expense accounts, and its eating areas must therefore range from quick breakfast and sandwich counters to elegant dining rooms and banquet halls?
- (a) hotel
  - (b) hospital
  - (c) in-plant food service
  - (d) full-service restaurant

**PART B**

*Answer ALL questions.*

- Q21** List the structure of Table d'hote menu. (5 marks)
- Q22** Briefly explain the five (5) types of foodservice system. (15 marks)
- Q23** Explain the following attributes are important elements for a professional waiter in a restaurant.
- Personal hygiene and appearance.
  - Punctuality.
  - Concentration and Skill.
  - Maximise Revenue.
  - Attitude to Customer.
- (25 marks)