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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2017/2018**

COURSE NAME : SKILLS AND ETHICS IN F&B
SERVICE
COURSE CODE : BBK 27103
PROGRAMME CODE : BBC
EXAMINATION DATE : JUNE / JULY 2018
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF EIGHT (8) PAGES

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PART A

- Q1** Write the letter 'T' if the statement is True and 'F' if the statement is False on the answer sheet.
- i. A static menu is one that offers the same dishes every day.
 - ii. When a bills is presented at a table it is placed in front of the host on a big plate from the right.
 - iii. Bills should not be presented until they are asked for.
 - iv. Never hover around waiting for your guests to pay.
 - v. Bills presented at bars should be presented in a plate, folded or in a billfold.
 - vi. Gueridon service is transferring food from a serving dish to the plate on a gueridon.
 - vii. Flambé means to ignite foods that have fruit juice or carbonated drinks added.
 - viii. Room Service is organized as a subdivision within the Housekeeping Department of high-end hotel and resort properties.
 - ix. Airline service is a meal served to passengers on the board on a commercial airliner by flight attendance.
 - x. Time and effort can be saved by workers transporting food long distances when space is too large.
 - xi. Materials for the various pieces of food services equipment should be suitable for the purpose and give the best satisfaction possible.
 - xii. A record of maintenance and repair performed on each piece of equipment should be maintained in order to provide data for appraising upkeep costs and depreciation of equipment.

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- xiii. Warm water vapour from the dishwasher or pot and utensil washer is recycled to heat the cold water supply; thereby reducing energy cost and exhausts air temperature.
- xiv. A strategic plan guides the organization's decision making.
- xv. Silverware should be towel-dried to avoid water spots.
- xvi. The following are all factors that must be considered when planning the organization of a kitchen staff: the types of food served, the size of the establishment, the number of customers served, the equipment available.
- xvii. Budgeting includes fiscal planning, accounting and controlling.
- xviii. Reporting involves keeping supervisors, managers and subordinates informed concerning responsibility through records, research, reports and inspection.
- xix. A job specification is a written statement of the minimum standards that must be met by an applicant for a particular job.
- xx. A work schedule is an outline of work to be performed by an individual with stated procedures and time requirements for his or her duties.

(20 marks)

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PART B

- Q2** Carême's books contain the first systematic account of _____.
- (a) recipes
 - (b) menu making
 - (c) cooking principles
 - (d) all of the above
- Q3** 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
- Q4** An executive chef must have _____ knowledge and skills.
- (a) supervisory
 - (b) management
 - (c) food production
 - (d) all of the above
- Q5** 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
- Q6** 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

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- Q7** All bacteria are _____.
- (a) harmless
 - (b) beneficial
 - (c) undesirable
 - (d) none of the above
- Q8** 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
- Q9** 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
- Q10** 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
- Q11** 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.
- Q12** 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



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- Q13** 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
- Q14** 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
- Q15** 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.
- Q16** 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.
- Q17** 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.
- Q18** 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.

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- Q19** 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 of the above
- Q20** 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 of the above
- Q21** 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



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PART C

- Q22** (a) List all the structure of Table d'hote menu. (5 marks)
- (b) Identify the five (5) types of foodservice system and briefly explain each type listed. (15 marks)
- Q23** (a) State the prompt ways on taking the reservation over the telephone. (5 marks)
- (b) What is silver service? Explain the advantages and disadvantages of this service style. (15 marks)
- Q24** (a) Define 'Setting the Mood' in dining atmosphere and list four (4) key points to be considered by management in setting the dining atmosphere. (5 marks)
- (b) Beverage orders should be taken as soon as guests are comfortably settled. Explain the procedures on the beverage taking orders. (15 marks)

-END OF QUESTIONS-

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