

CONFIDENTIAL



UTHM

Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2018/2019**

COURSE NAME : SKILLS AND ETHICS IN F&B SERVICE
COURSE CODE : BBK 27103
PROGRAMME CODE : BBC
EXAMINATION DATE : JUNE / JULY 2019
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF EIGHT (8) PAGES

CONFIDENTIAL

TERBUKA

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.

- 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)

PART B

- Q2** A _____ restaurant usually has a suitably comfortable or impressive ambiance for the fine cuisine on offer.
- (a) ethnic
 - (b) bistro
 - (c) fine dining
 - (d) coffee house
- Q3** Below are the duties of waiter/waitress, **EXCEPT**:
- (a) maintaining good customer and staff relation
 - (b) order taking and recording
 - (c) act as steward
 - (d) making recommendations and assisting guest in making selection
- 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** _____ is responsible for all the service staff in the restaurant.
- (a) Station Head Waiter
 - (b) Restaurant Manager
 - (c) Waiter
 - (d) Head Waiter
- Q7** Which of the following statement is not representing hygiene checklist?
- (a) Keep your hands away from your face, especially your mouth and nose.
 - (b) Keep your uniform clean and well-pressed.
 - (c) Have a bath or shower every day.
 - (d) Wear heels and keep them clean.

- Q8** What is Salmonella?
- (a) An Italian pasta dish with salmon.
 - (b) A full bodied red wine.
 - (c) A baby salmon usually served whole.
 - (d) A type of food borne illness.
- 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** Below are the key points to consider when preparing a floor plans for a restaurant, **EXCEPT**:
- (a) To consider the placement of covers.
 - (b) To accommodate guests' specific needs.
 - (c) To ensure the waiter or waitress are ready.
 - (d) To position the tables so as to allow for sufficient movement by guest and staff.
- Q13** If the guests stare at the menu blankly, the helpful waiter and waitress should try _____.
- (a) to avoid the guest totally.
 - (b) to suggest some of the food items.
 - (c) to get help from the chef.
 - (d) to stare back at the customer blankly.

Q14 Below are techniques of presenting a menu, **EXCEPT**:

- (a) Carry the menu on the flat of the left arm.
- (b) Open the menu from the top with the right hand.
- (c) Present the menu to the guest's right.
- (d) Suggest menu stated in the menu only even though your restaurant have additional menu that is not stated in the menu.

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.

Q19 Crumbing down process refers to _____ after the customer finishes the main course.

- (a) banquet cover
- (b) cleaning food debris
- (c) the number of place setting
- (d) a side station

- 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.

(20 marks)

PART C

- Q22** (a) What courses are usually listed on a modern dinner menu?
(5 marks)
- (b) A napkin or serviette is a rectangle of cloth used at the dining table. Identify the purpose of napkin folding.
(5 marks)
- (c) Define five (5) types of foodservice system and briefly explain each type listed.
(10 marks)
- Q23** (a) The F&B Services team are required to perform a wide range of tasks which include preparation for service, greeting the guests, taking their orders, settling the bills, and performing various other tasks after the guests leave. List why good service is important to restaurant operation business?
(5 marks)
- (b) In the restaurant industry, good service means a friendly and welcoming service. Customers can get good food and decent customer service almost anywhere. What will set your restaurant apart is the degree to which you are willing to go above and beyond to be exceptional. No matter how tasty your menu, customers won't come back if they have bad experiences with your customer service. For this reason, training employees to offer good customer service can help you drive sales. Hence, please outline the standard of procedure (SOP) in restaurant service sequence.
(15 marks)
- Q24** (a) Explain briefly 'Setting the Mood' in dining atmosphere and list three (3) key points to be considered by management in setting the dining atmosphere.
(5 marks)
- (b) French service requires that food cooked or finished tableside, from a rolling cart or gueridon in the dining room. What is gueridon service and explain the advantages and disadvantages of this service style.
(15 marks)

-END OF QUESTIONS-