

FINAL QUIZ

HM003 • Food and Beverage Management

Name:

Date:

Student No.:

Score: ____ / 50

Instructions

Select the best answer for each question. Circle or clearly mark one option (A, B, C, or D). Each question is worth 1 mark.

1. Which statement best describes a commercial foodservice operation?

- A. It exists primarily to generate profit
- B. It provides food only to hospital patients
- C. It is always operated by a government agency
- D. It serves meals only to employees

2. A ghost kitchen is a foodservice operation that:

- A. Offers only banquet service
- B. Has no on-site dining and prepares orders for pickup or delivery
- C. Operates only for a short seasonal period
- D. Provides ingredients and cooking equipment to guests

3. What are the three basic categories of commercial foodservice operations?

- A. Hotels, clubs, and hospitals
- B. Independent, chain, and franchise operations
- C. Quick service, healthcare, and education
- D. Production, service, and accounting operations

4. Which is a common advantage of a franchise operation?

- A. Complete freedom from operating standards
- B. No fees paid to a franchisor
- C. Tested operating procedures and established name recognition
- D. Guaranteed profitability in every market

5. Which management level is mainly concerned with long-term plans and the external business environment?

- A. Supervisor
- B. Entry-level manager
- C. Top-level manager
- D. Service manager

6. In a foodservice organization, supervisors are often described as:

- A. External consultants
- B. The first level of management
- C. Members of the ownership group
- D. Independent contractors

7. Which position typically develops and interprets financial statements and audits point-of-sale information?

- A. Purchasing agent
- B. Controller
- C. Host
- D. Chief steward

8. Which employee is normally considered a front-of-the-house employee?

- A. Pastry chef
- B. Storeroom clerk
- C. Food and beverage server
- D. Receiving employee

9. Which management activity involves creating goals and action programs to reach them?

- A. Planning
- B. Controlling
- C. Staffing
- D. Evaluating

10. What is the first step in the basic control process?

- A. Take corrective action
- B. Measure actual results
- C. Establish standards
- D. Evaluate corrective action

11. Which of the following is a primary stakeholder in a foodservice operation?

- A. Government regulatory agency
- B. Local community
- C. Supplier
- D. Guest

12. Organizational culture is most closely related to:

- A. The physical layout of the restaurant
- B. Shared values and assumptions that influence decisions
- C. The number of menu items offered
- D. The age of the facility

13. When should a feasibility study normally be conducted?

- A. Only after the operation has opened
- B. Before constructing, purchasing, or leasing a proposed operation
- C. Only when sales decline
- D. After the annual budget is approved

14. Which marketing-research tool is a written, unbiased appraisal of an operation's products, services, and production and service areas?

- A. Market analysis
- B. Competition analysis
- C. Property analysis
- D. Media analysis

15. Internal selling is intended primarily to:

- A. Reduce the number of guests
- B. Increase revenue from guests already visiting the operation
- C. Replace all external advertising
- D. Eliminate promotional programs

16. Which statement correctly distinguishes public relations from publicity?

- A. Public relations builds favourable impressions, while publicity is media coverage
- B. Public relations is always free, while publicity is always purchased
- C. Publicity is used only by noncommercial operations
- D. There is no difference between the two terms

17. Which nutrient is made from building blocks called amino acids?

- A. Carbohydrates
- B. Proteins
- C. Minerals
- D. Water

18. Which group contains only fat-soluble vitamins?

- A. A, D, E, and K
- B. B, C, D, and E
- C. A, B, C, and D
- D. B, C, E, and K

19. What is a nutrition audit?

- A. An inspection of kitchen equipment
- B. An assessment of a meal's nutrient value
- C. A review of food prices
- D. A count of items in storage

20. Which statement about food allergies is correct?

- A. They never involve the immune system
- B. They are identical to food intolerances
- C. They involve a reaction of the immune system to a food
- D. They are caused only by excessive sodium

21. Which type of menu offers the same items every day?

- A. Cycle menu
- B. Single-use menu
- C. Fixed menu
- D. Market menu

22. A cycle menu is one that:

- A. Changes continuously with no pattern
- B. Repeats after a specified period
- C. Is used only once for a special event
- D. Lists beverages but no food

23. In menu planning, aesthetic balance refers to the relationship among:

- A. Food costs, prices, and item popularity
- B. Colours, textures, and flavours
- C. Calories, protein, and sodium
- D. Kitchen space, equipment, and labour

24. In menu engineering, an item high in popularity but low in contribution margin is called a:

- A. Star
- B. Puzzle
- C. Dog
- D. Plowhorse

25. What is the most important advantage of using standard recipes?

- A. They eliminate the need for purchasing
- B. They ensure consistency in quality and portion size
- C. They guarantee that every item is profitable
- D. They allow employees to ignore portion controls

26. A recipe has an original yield of 20 portions and a desired yield of 50 portions. What is the adjustment factor?

- A. 0.40
- B. 1.50
- C. 2.50
- D. 3.50

27. A recipe costs \$72 and yields 24 portions. What is the expected portion cost?

- A. \$2.00
- B. \$3.00
- C. \$4.00
- D. \$6.00

28. A menu item sells for \$18 and has a food cost of \$6. What is its contribution margin?

- A. \$3
- B. \$6
- C. \$12
- D. \$24

29. Demand is considered elastic when:

- A. A price change causes no change in quantity demanded
- B. The percentage change in quantity demanded exceeds the percentage change in price
- C. The percentage change in quantity demanded is smaller than the percentage change in price
- D. Managers refuse to change the selling price

30. According to the presentation, what is the food temperature danger zone?

- A. 0°F–32°F (-18°C–0°C)
- B. 32°F–40°F (0°C–4°C)
- C. 41°F–135°F (5°C–57°C)
- D. 136°F–212°F (58°C–100°C)

31. Cross-contamination occurs when:

- A. Food is cooked for too long
- B. A food product contacts a bacteria-carrying food or nonfood source
- C. A menu contains too many choices
- D. Frozen food is stored at 0°F (-18°C)

32. Which receiving practice is appropriate?

- A. Accept cans dented along their seams
- B. Accept frozen foods with visible water stains
- C. Reject products that have passed their expiration date
- D. Ignore the condition of the delivery vehicle

33. Which handwashing step is recommended in the presentation?

- A. Scrub hands and arms vigorously for 10–15 seconds
- B. Use cold water without soap
- C. Dry hands on a reusable kitchen cloth
- D. Wash only the fingertips

34. What is the primary task of production planning?

- A. Designing a new dining room
- B. Determining the quantity of menu items to prepare
- C. Selecting advertising media
- D. Preparing the annual balance sheet

35. Which is a moist-heat cooking method?

- A. Broiling
- B. Grilling
- C. Poaching
- D. Roasting

36. Food is cooked or otherwise prepared for all of the following reasons EXCEPT:

- A. To develop or alter flavour
- B. To improve digestibility
- C. To destroy harmful organisms
- D. To increase the purchase price

37. A bar par inventory system establishes:

- A. Only the highest possible selling price
- B. Minimum and optimal inventory levels for the bar
- C. The number of dining-room seats
- D. The restaurant's annual labour budget

38. Which service style is also known as American service?

- A. Plate service
- B. Family-style service
- C. Cart service
- D. Platter service

39. Which service style is also known as French service?

- A. Buffet service
- B. Cafeteria service
- C. Cart service
- D. Family-style service

40. In platter or Russian service, servers:

- A. Prepare menu items on a cart beside the table
- B. Place platters on a buffet for self-service
- C. Present cooked food on platters and serve it onto guests' plates
- D. Ask guests to pass bowls around the table

41. Which factor is especially important to drive-through guests?

- A. Complex table settings
- B. Speed and accuracy of order fulfilment
- C. Tableside preparation
- D. Printed banquet contracts

42. What is the main difference between construction and remodeling?

- A. Construction builds a new facility or addition; remodeling changes existing space
- B. Construction is always less expensive
- C. Remodeling requires no planning team
- D. Construction affects only kitchen equipment

43. Which factor should be considered when assessing the condition of a potential space?

- A. Only the colour of the walls
- B. HVAC, electrical, plumbing, and safety systems
- C. Only the number of menu items
- D. The popularity of competing menu items

44. Which is a common kitchen layout identified in the presentation?

- A. Circular-only layout
- B. U-shaped layout
- C. Random layout
- D. Vertical tower layout

45. For security, a dry-storage area should ideally have:

- A. Open access from adjoining rooms
- B. Floor-to-ceiling walls and a secure ceiling
- C. No lockable areas
- D. Direct public access

46. What is a major advantage of a uniform system of accounts?

- A. It permits meaningful comparisons among similar operations
- B. It eliminates every accounting error
- C. It guarantees higher revenue
- D. It removes the need for financial statements

47. An operations budget is primarily used for:

- A. Planning and control
- B. Food preparation and service
- C. Recruitment and orientation only
- D. Building design only

48. Which equation represents cost of sales?

- A. Beginning inventory + Purchases – Ending inventory
- B. Ending inventory + Sales – Purchases
- C. Revenue – Liabilities + Equity
- D. Purchases – Revenue – Beginning inventory

49. Which equation is the fundamental accounting equation?

- A. Revenue = Expenses + Profit
- B. Assets = Liabilities + Equity
- C. Food cost = Sales + Inventory
- D. Equity = Assets + Liabilities

50. Prime cost is the sum of:

- A. Rent, insurance, and utilities
- B. Food, beverage, and labour costs
- C. Assets, liabilities, and equity
- D. Revenue, profit, and taxes