



Exam Form # 4903

This Examination is valid through August 2014

Foundations of Restaurant Management & Culinary Arts Level 1 Final Examination

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This examination is designed to test your knowledge and understanding of basic hospitality industry skills. It contains 100 multiple-choice questions. For each question, choose the response that you believe to be the correct answer. It is to your advantage to answer every question on the examination, even if you have to guess. Skipping a question will reduce your overall examination score.

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• Fill in appropriate boxes by printing neatly, one character per space provided, being careful not to touch any of the lines.

Correct

JOHN

Correct



Incorrect

JOHN

Incorrect



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1. **What is a mandoline?**
 - A. Attachment for a standing mixer
 - B. Piece of equipment used to mix, mash, and cream soft foods
 - C. Manual stainless-steel slicer with adjustable blades
 - D. Heavier version of the wire whip

2. **What must employers do to meet the Hazard Communication Standard (HAZCOM)?**
 - A. Create and maintain a master cleaning schedule.
 - B. Post information in employee areas about safety audits.
 - C. Restrict the number of hours per week that a minor may work.
 - D. Notify and train employees about dangerous chemicals in the workplace.

3. **Which obstacle to good communication is demonstrated by the fact that the word “mouse” means both a rodent and a computer device?**
 - A. Jargon
 - B. Language difference
 - C. Assumptions
 - D. Semantics

4. **When serving alcoholic drinks, an acceptable form of ID for a guest is a**
 - A. voter registration card.
 - B. birth certificate.
 - C. passport.
 - D. school ID.

5. **Which type of training ensures that all employees receive the same information?**
 - A. On-the-job
 - B. Cross
 - C. Group
 - D. Face-to-face

6. **An example of personal responsibility in an operation would be**
 - A. showing prior knowledge of the entire operation.
 - B. making excuses for poor workmanship.
 - C. asking for help if necessary.
 - D. usually being on time for work.

7. **When a manager identifies with an employee’s feelings or thoughts, the manager is practicing**
 - A. sympathy.
 - B. empathy.
 - C. partiality.
 - D. diversity.

8. **Which type of rice is used for risotto?**
 - A. Arborio
 - B. Basmati
 - C. Jasmine
 - D. Brown

9. **Who is credited with introducing refined recipes, fine dining, and silverware to France?**
 - A. Marie-Antoine Carême
 - B. Catherine de Medici
 - C. Georges August Escoffier
 - D. Marcus Apicius

10. Which is a respectful way for a listener to agree with a speaker's point?
- A. Nodding
 - B. Sitting
 - C. Looking away
 - D. Crossing arms
11. The first step in preparing fruits and vegetables is
- A. zesting.
 - B. cleaning.
 - C. peeling.
 - D. wiping.
12. A family with two young children is eating at a restaurant. The food is taking a long time to arrive, and the children are becoming antsy because they are hungry. Upon leaving, the family tells the manager that they are very upset with their dining experience. To meet these guests' special needs, the server could have
- A. checked on them frequently.
 - B. seated them at a larger table.
 - C. assumed they wanted a leisurely family meal.
 - D. asked if they would like the children's meals to be delivered first.
13. Which facility is designed specifically to house large-scale special events?
- A. Commissary
 - B. Theme park
 - C. Monument
 - D. Convention center
14. A foodservice organization that works to hire individuals with different backgrounds, religions, and experiences appreciates
- A. prejudice.
 - B. diversity.
 - C. bias.
 - D. stereotypes.
15. An example of cookware with two handles used for boiling and simmering foods is the
- A. thermocouple.
 - B. stock pot.
 - C. fish poacher.
 - D. crêpe pan.
16. A cook is making potato salad for a party of 20, but the recipe serves 8. What is the conversion factor for making the desired yield?
- A. 0.4
 - B. 2
 - C. 2.5
 - D. 4
17. The use of buzz words, technical language, and slang that interferes with communication is called
- A. jargon.
 - B. semantics.
 - C. prejudice.
 - D. tone.
18. What is the best way to ensure that portion sizes are the same from day to day for a given dish?
- A. Use standardized recipes.
 - B. Make sure the same person cooks the dish each day.
 - C. Perform mise en place.
 - D. Conduct cooking loss tests.

19. What is the most important measure that managers can take to prevent parasites in food?

- A. Keep food out of the temperature danger zone
- B. Avoid using bare hands to handle ready-to-eat food
- C. Purchase food from approved, reputable suppliers
- D. Wash hands at the right times and in the right way

20. The part of a grain kernel that contains most of the starch and protein is the

- A. endosperm.
- B. bran.
- C. germ.
- D. eye.

21. Which substance, found in green potatoes and potato sprouts, can be poisonous?

- A. Solanine
- B. Chlorophyll
- C. Lyonnaise
- D. Ptomaine

22. The spread of pathogens from one surface or food to another is called

- A. time-temperature abuse.
- B. outbreak.
- C. flow of food.
- D. cross-contamination.

23. A stress-reduction plan should include

- A. constant checking on subordinates' progress.
- B. tight timelines to ensure that all tasks are done.
- C. healthy eating, regular exercise, and regular sleep.
- D. postponing difficult tasks until a later time.

24. TCS food must be thrown out after spending a maximum of how many hours in the temperature danger zone?

- A. 1
- B. 2
- C. 4
- D. 6

25. According to the Fair Labor Standards Act (FLSA), an example of an exempt position is a

- A. dining room manager.
- B. clerical staff member.
- C. host or hostess.
- D. receptionist.

26. What should an emergency plan include?

- A. Locations of personal protective equipment
- B. The liability limits of the operation during accidents
- C. How and when employees should respond to emergencies
- D. History of safety audits in the operation

27. Which product must have a USDA inspection mark and must comply with USDA grade standards to be acceptable for receiving?

- A. Eggs
- B. Poultry
- C. Beef
- D. Shellfish

28. Potatoes should be stored in a cool, dry place at temperatures ranging from

- A. 32°F (0°C)–37°F (3°C).
- B. 45°F (7°C)–55°F (13°C).
- C. 65°F (18°C)–75°F (24°C).
- D. 85°F (29°C)–95°F (35°C).

29. Why should the manager be notified of all guests' complaints?

- A. Because guests are less likely to be vocally rude to the manager
- B. Because the manager is paid to listen to problems; the server is paid to serve food
- C. So that the manager can find and discipline the employee responsible for the problem
- D. So that the manager can follow up with the guests and take corrective action

30. A liaison is a mixture of

- A. refined starch and water.
- B. onions, carrots, and celery.
- C. cream and egg yolks.
- D. onions, celery, and parsnips.

31. Poaching is an example of cooking with which type of heat?

- A. Radiation
- B. Moist
- C. Steam
- D. Dry

32. Which type of knife is also known as a scimitar?

- A. Boning
- B. Butcher
- C. Cleaver
- D. Paring

33. A stereotype is defined as a

- A. general attitude toward a person, group, or organization on the basis of judgments unrelated to abilities.
- B. generalization made by an individual about a particular group that regards all members as the same.
- C. tendency toward a particular perspective or idea based on prejudice.
- D. set of common beliefs, such as religion, or acting the same.

34. The staff member who is responsible for service throughout the dining room is the

- A. back waiter.
- B. front waiter.
- C. headwaiter.
- D. waiter captain.

35. Before being stored, a stock must be cooled to at least

- A. 0°F (–18°C).
- B. 31°F (–0.6°C).
- C. 35°F (2°C).
- D. 41°F (5°C).

36. A job candidate presents a 3-page résumé that uses active language, includes professional references, and avoids using buzzwords and industry jargon. What could be done to improve this résumé's effectiveness?
- A. Add industry jargon.
 - B. Remove the professional references.
 - C. Replace the active language with passive language.
 - D. Reduce the length of the résumé to 1 or 2 pages.
37. Minors are strictly prohibited from operating which piece of food processing equipment?
- A. Ovens
 - B. Cutters
 - C. Ranges
 - D. Broilers
38. According to the Fair Labor Standards Act (FLSA), which type of work can a 15-year-old high school student perform in an operation?
- A. Any type of baking activity
 - B. Any type of food prep activity
 - C. Cooking with electric grills
 - D. Cooking with pressure cookers
39. In a typical kitchen, the garde manger section includes which station?
- A. Broiler
 - B. Hot beverage
 - C. Dough proofing
 - D. Salad preparation
40. How many grand sauces are there?
- A. 3
 - B. 4
 - C. 5
 - D. 9
41. When a listener leans toward a speaker during communication, the listener is most likely trying to communicate
- A. agreement.
 - B. empathy.
 - C. assertiveness.
 - D. interest.
42. Corn, peas, and beans are which type of vegetable?
- A. Root
 - B. Seed
 - C. Green
 - D. Leafy
43. Which type of temperature probe is most effective for measuring the internal temperature of a steak?
- A. Surface
 - B. Air
 - C. Penetration
 - D. Immersion
44. The term used in the restaurant and foodservice industry to "put in place" is called
- A. mise en place.
 - B. mirepoix.
 - C. à la carte.
 - D. maître d'hôtel.

45. Which sauce base acts as a thickener and is made of equal parts of cooked flour and a fat?
- A. Roux
 - B. Beurre manié
 - C. Béarnaise
 - D. Maitaise
46. Pieces of broken glass, packaging material, and jewelry in food are examples of which kind of contamination?
- A. Viral
 - B. Physical
 - C. Bacterial
 - D. Chemical
47. What is the decimal equivalent of $1/8$?
- A. 0.120
 - B. 0.125
 - C. 0.130
 - D. 0.140
48. Which foodservice employee works outside of the public space?
- A. Manager
 - B. Dishwasher
 - C. Buser
 - D. Cashier
49. Greeters are responsible for
- A. serving the entrées.
 - B. issuing the check at the end of the meal.
 - C. arranging for guests to be escorted to their seats.
 - D. checking in the produce order.
50. A good first impression can be made by
- A. maintaining a professional appearance.
 - B. speaking loudly and assertively to guests.
 - C. helping customers calculate the tip.
 - D. wearing strong perfume.
51. Which knife is used for chopping, slicing, and mincing all types of foods?
- A. Tourné
 - B. Paring
 - C. Boning
 - D. Chef
52. A server wheels a cart to a guest's table, mixes, dresses, and plates a salad, and then serves it. This is an example of which type of service?
- A. French
 - B. American
 - C. Russian
 - D. English
53. Who is primarily responsible for seating customers in a table-service operation?
- A. Host
 - B. Manager
 - C. Server
 - D. Captain
54. Which hazards are described in Material Safety Data Sheets?
- A. Biological
 - B. Chemical
 - C. Service
 - D. Cooking

55. **Two guests signal to a host, who hurries over to their table with a smile. The guests complain about how long it is taking to receive their dinners. The host replies, “You’re saying you ordered 30 minutes ago? I can understand how frustrating that is, but I don’t have anything to do with the kitchen.” What did the host do wrong?**
- A. Restated the problem to confirm understanding
 - B. Acknowledged the guests’ frustration
 - C. Responded to the guests quickly and politely
 - D. Denied responsibility for the guests’ problem
56. **The loss of sales, negative exposure, low employee morale, and increased insurance premiums can all be results of**
- A. a foodborne-illness outbreak.
 - B. slips and falls.
 - C. power outages.
 - D. major road construction.
57. **A highly flavored stock made with fish bones is known as**
- A. court bouillon.
 - B. glace.
 - C. remouillage.
 - D. fumet.
58. **A rice with an aromatic, nutty flavor that is often used for rice pudding and pilafs is called**
- A. jasmine.
 - B. wild.
 - C. Arborio.
 - D. converted.
59. **During a job interview, an applicant should ask questions about**
- A. vacation time and holidays.
 - B. the training plan for the job.
 - C. the previous employee’s performance.
 - D. possible bonuses.
60. **Which question is illegal to ask in an interview?**
- A. How long have you worked in this industry?
 - B. Have you ever been convicted of a felony?
 - C. Why do you want to work here?
 - D. Where were you born?
61. **Which food is most commonly involved in foodborne-illness outbreaks?**
- A. Citrus fruits
 - B. Flours and grains
 - C. Ready-to-eat food
 - D. Raw vegetables
62. **When gripping a knife, the hand that is not holding the knife is called the**
- A. holding hand.
 - B. guiding hand.
 - C. safety hand.
 - D. chopping hand.
63. **How many tablespoons are equivalent to one gallon?**
- A. 96
 - B. 192
 - C. 256
 - D. 768

- 64. In an operation using the Escoffier kitchen brigade system, the poissonier is the chef in charge of which station?**
- A. Frying
 - B. Roasting
 - C. Fish
 - D. Soup
- 65. Mangos are considered a tropical fruit because they**
- A. cannot grow on trees.
 - B. cannot tolerate frost.
 - C. have a central pit.
 - D. have thick skin.
- 66. A bouquet garni is a**
- A. cheesecloth bag filled with dry spices.
 - B. bundle of fresh vegetables.
 - C. bag or bundle of fresh herbs.
 - D. set of multiple garnishes placed on a plate for service.
- 67. What is the last step for handling a customer's payment as part of table service?**
- A. Collect payment.
 - B. Process payment.
 - C. Present the check at the table.
 - D. Return the change or credit card and receipt.
- 68. Soy, peanuts, and tree nuts are dangerous for people with which condition?**
- A. Weakened immune systems
 - B. Chemical sensitivities
 - C. Anaphylaxis
 - D. Food allergies
- 69. The first principle of a HACCP plan is to**
- A. identify corrective actions.
 - B. determine critical control points (CCPs).
 - C. establish critical limits.
 - D. conduct a hazard analysis.
- 70. Credibility is another word for a person's**
- A. ability to be believed.
 - B. capacity for empathy.
 - C. willingness to learn.
 - D. skillfulness at speaking.
- 71. FAT TOM are the six conditions under which**
- A. pathogens grow rapidly.
 - B. chemical hazards develop.
 - C. toxic-metal poisoning occurs.
 - D. pests find entry into an operation.
- 72. A recipe calls for 2 pounds of peeled carrots. The percentage yield of carrots is 80%. How many pounds of carrots are needed to prepare this recipe?**
- A. 2
 - B. 2.5
 - C. 4
 - D. 4.5
- 73. The best way to thaw food safely is to**
- A. place it in a warm-water bath.
 - B. move it to the refrigerator.
 - C. place it on the kitchen counter.
 - D. move it to the dry storeroom.

74. If a recipe for 50 people has individual ingredients that cost \$5.00, \$10.50, \$35.25, \$18.50, and \$23.45, what is the cost per portion?
- A. \$1.75
 - B. \$1.85
 - C. \$2.65
 - D. \$12.25
75. When slurs about a person's race interfere with the person's work performance, it is known as
- A. employee civil rights.
 - B. horseplay.
 - C. model behavior.
 - D. harassment.
76. Which cooking method involves cooking vacuum-packaged food at low temperatures for a long time?
- A. Sous vide
 - B. Puréeing
 - C. Glazing
 - D. Roasting
77. Which government agency enforces laws that ensure that everyone—regardless of race, age, gender, religion, national origin, color, or disability—receives a fair chance at any job opening?
- A. Employee Employment Official Commission
 - B. Employment Ethics of Code
 - C. Equal Employers Organization Company
 - D. Equal Employment Opportunity Commission
78. Which type of pasta is a small, round, smooth ball and is used primarily in soups, pilafs, and salads?
- A. Vermicelli
 - B. Orzo
 - C. Elbow
 - D. Israeli couscous
79. One disadvantage of building a business by word of mouth is that the process is typically
- A. expensive.
 - B. slow.
 - C. confusing.
 - D. nonverbal.
80. Which fruits are referred to as “orange drupes”?
- A. Apples and pears
 - B. Oranges and tangerines
 - C. Peaches and nectarines
 - D. Strawberries and raspberries
81. The Harvey House is historically significant because it was
- A. the first cafeteria-style restaurant.
 - B. one of the earliest nationwide chain restaurants.
 - C. the most popular restaurant run by Boulanger.
 - D. a premier restaurant of the Gilded Age.

- 82. The correct recipe for one gallon of chicken stock is**
- A. 11 lbs of bones, 5 qts of water, and 1 lb of mirepoix.
 - B. 18 lbs of bones, two gallons of water, and 1 cup of chopped vegetables.
 - C. 8 lbs of bones, 6 qts of water, and 1 lb of mirepoix.
 - D. 4 lbs of vegetables, 4 qts of water, and 3/4 lb of bones.
- 83. Which job search tool is a collection of samples that highlight interests, talents, contributions, and studies?**
- A. Portfolio
 - B. Résumé
 - C. Cover letter
 - D. Application
- 84. Which type of oven has a fan that circulates heated air around the food that it cooks?**
- A. Conventional
 - B. Convection
 - C. Combi
 - D. Rotary
- 85. Informing employees of job safety and health protection is the responsibility of the**
- A. local restaurant association.
 - B. federal government.
 - C. employer.
 - D. state and local health department.
- 86. In which part of a letter should the writer summarize key points and call for action?**
- A. Conclusion
 - B. Introduction
 - C. Main body
 - D. Salutation
- 87. The federal agency that creates and enforces safety-related standards and regulations in the workplace is the**
- A. CDC.
 - B. FDA.
 - C. USDA.
 - D. OSHA.
- 88. The four phases of onboarding are: hiring, orientation, training, and**
- A. scheduled follow-up.
 - B. benefits review.
 - C. mentoring sessions.
 - D. resignation.
- 89. “TCS food” refers to food that needs which component for safety?**
- A. Total control systems
 - B. Total critical systems
 - C. Thermal control service
 - D. Time and temperature control
- 90. Which is a TCS food?**
- A. Apples
 - B. Chicken
 - C. Dill pickles
 - D. Maple syrup
- 91. A 2-quart pitcher is used to measure**
- A. liquid ingredients.
 - B. dry ingredients.
 - C. solid fats.
 - D. eggs.

92. Which food item is often considered to be a vegetable but is actually a fruit?

- A. Broccoli
- B. Tomato
- C. Green bean
- D. Pea

93. Personal protective equipment includes

- A. skid-resistant shoes and gloves.
- B. scarves and goggles.
- C. safety glasses and loose shirts.
- D. scarves and water-resistant aprons.

94. A customer on the way to the restroom slips and is injured on a wet floor. Who can be held legally responsible for the injury?

- A. The floor manufacturer
- B. The establishment
- C. The customer
- D. No one

95. Which is an example of an open-ended question?

- A. "Can you work weekends?"
- B. "Do you have cash handling experience?"
- C. "What are your interests?"
- D. "Do you have transportation to and from work?"

96. Which should be included in a resignation letter?

- A. Career expectations
- B. Reason for leaving
- C. Unresolved complaints
- D. Opinion of coworkers

97. Which class of fire extinguisher should be used to extinguish a grease fire in the hood of a stove?

- A. A
- B. B
- C. D
- D. K

98. The three forms of food contamination hazards are

- A. biological, chemical, and physical.
- B. peanuts, dairy, and eggs.
- C. grease, insects, and rodents.
- D. illness, cross-contamination, and allergens.

99. The first step in problem solving is to

- A. determine alternative solutions.
- B. determine the root cause.
- C. develop an action plan.
- D. define the problem.

100. The acronym FAT TOM includes

- A. food, allergens, and temperature.
- B. flavor, time, and temperature.
- C. food, oxygen, and moisture.
- D. time, temperature, and management.