

ProStart® Final Exam Review Guide

Year 2

This review guide will help prepare your students for success on the final exam by outlining the content and format of the examination. The information provided is broad, but will give students a general idea of what is expected for success.

The ProStart Final Examination is an 80 question paper-and-pencil examination designed to test students' knowledge and understanding of the hospitality industry. The examination questions are multiple-choice items and require students to select the most appropriate response and darken the corresponding circle on the answer sheet. Although there is no time limit when taking the examination, students typically complete the examination within 60 minutes, and may not refer to any notes, books, or communicate in any way with other examinees while the examination is in process. To receive a passing score, students must correctly answer 56 of the 80 items, or 70%, correctly.

The examination is stimulating but not too demanding, and students should not feel threatened or discouraged by the examination questions. The questions represent an 8th grade reading level and are designed to assess thinking skills in accordance with the following cognitive levels:

- Level 1: The ability to recall information
- Level 2: The ability to know what is being communicated in order to make use of the information
- Level 3: The ability to use information in a new situation

Questions for the examination are selected from the following knowledge domains, which parallel the ProStart Year 2 textbook chapters:

Year Two Chapters	No. of Questions
1: The History of Food Service	6
2: Potatoes and Grains	5
3: The Lodging industry	7
4: The Art of Service	4
5: Desserts and Baked Goods	8
6: Marketing and the Menu	8
7: Purchasing and Inventory Control	10
8: Meat, Poultry, and Seafood	8
9: Standard Accounting Practices	6
10: Stocks, Soups, and Sauces	6
11: Tourism and the Retail Industry	6
12: Communicating with Customers	6
Year Two Total Questions	80

To facilitate students' final exam preparation, each chapter's learning objectives and key words are provided. Examination questions may be selected to reflect any of the following:

ProStart Year Two Student Learning Objectives

Unit One

Chapter 1: The History of Foodservice

1. Trace the history of the foodservice industry and explain its relationship to world history.
2. List famous chefs from history and note their major accomplishments.
3. Identify global cultures and traditions related to food.
4. Outline the growth of foodservice throughout the history of the United States.
5. List historical entrepreneurs who influenced foodservice in the United States.
6. List current trends in society and explain how they influence the foodservice industry.
7. Categorize and differentiate the segments of the foodservice industry.
8. Investigate and draw conclusions on the impact of future economic, technological, and social changes in the foodservice industry.

Key words:

Aquaculture
Café

Cafeteria
Cajun

Chain
Ché

Chutney	Genetic engineering	Pasteurization
Clambake	Guilds	Restaurant
Commercial segment	Haute cuisine	Roux
Creole	Herbs	Shish kebab
Curry	Hospitality	Spices
Customer service	Hydroponic farming	Tao
Diner	Kitchen brigade system	Toque
Epicurean	Noncommercial segment	Trend
Fast-food operation	Organic farming	

Chapter 2: Potatoes and Grains

1. Outline methods to select, receive, and store potatoes and grains.
2. Distinguish between various forms of wheat.
3. Identify and describe different types of potatoes.
4. Using a variety of recipes and cooking techniques, prepare potatoes.
5. Identify and describe different types of grains and legumes.
6. Using a variety of recipes and cooking techniques, prepare grains and legumes.
7. Identify and describe different types of pasta.
8. Using a variety of recipes and cooking techniques, prepare pasta.

Key words:

Al dente	Lyonnaise
All-purpose potato	Milling process
Arborio	Multiple-stage technique
Bran	New potato
Chef's potato	Pilaf
Dumpling	Resting stage
Durum wheat	Risotto
En casserole	Russet potato
Endosperm	Semolina
Germ	Single-stage technique
Gnocchi	Solanine
Grain	Spaetzle
Hull	Stone ground
Idaho potato	Sweet potato
Latke	Yam
Legume	Whole grain

Chapter 3: The Lodging Industry

1. Trace and explain the earliest types of lodging establishments in America.
2. Give an overview of career opportunities in the lodging industry.
3. Describe the differences between leisure and business travelers.
4. List the characteristic types of lodging operations.

5. List and discuss elements that differentiate one lodging establishment from another.
6. Identify national organizations that rate commercial lodging establishments, and list factors used in making their rating judgments.
7. List several different services offered by lodging operators.
8. Identify career opportunities in the hospitality industry and list the qualifications commonly sought by hospitality employers.
9. List and describe activities associated with front office operation.
10. List and describe tasks performed by the housekeeping department.
11. List and describe duties performed by the engineering and facilities maintenance department.
12. Compare and contrast the different property management systems used for front office and reservations.
13. Describe the use of forecasting and overbooking in reservations management.
14. Given a set of numbers, calculate room rates using the Hubbart formula.

Key words:

Administrative department	Executive assistant manager	Mid-priced facility
All-suite property	Executive housekeeper	Night auditor
Amenity	Food and beverage director	No-shows
Assistant general manager	Front desk manager	Overbook
Back-of-the-house	Front-of-the-house	Post
Bed and breakfast	Full-service property	Property management system
Bell captain	General manager	Rack rate
Block	Guest folio	Reservations manager
Block-out	Hotelier	Resident manager
Business travelers	Hubbart formula	Resort
Central reservation system	Human resources director	Room attendant
Chief engineer	Leisure travelers	Room inventory
Concierge	Lodging property	Rooms forecast
Controller	Luxury property	Security chief
Convention manager	Management information systems supervisor	Service department
Convention sales manager	Marketing director	Understays
Desk clerk	Meeting and convention hotel	Yield management
Economy lodging		

Unit Two

Chapter 4: The Art of Service

1. Demonstrate the similarities and differences among American, French, English, Russian, and quick-service styles.
2. Describe and demonstrate tableside preparations such as carving meats and slicing desserts.
3. Describe traditional service staff, and list the duties and responsibilities of each.
4. Identify the types of dining utensils: knives, forks, spoons, glasses, and china, and explain specific uses for each.

5. Identify various server tools and the correct way to stock a service station.
6. Demonstrate setting and clearing items properly.
7. Dramatize ways of describing and recommending menu items to guests.
8. Dramatize methods of effectively resolving customer complaints.

Key words:

American service	Guéridon
Apprentice	Headwaiter
Captain	Maître d'hotel
English service	Quick-service
Flambé	Russian service
French service	Service station
Front waiter	Suggestive selling

Chapter 5: Desserts and Baked Goods

1. Identify and use common ingredients in baking.
2. Identify and describe types and roles of strengtheners, shortenings, sweeteners, flavorings, leaveners, and thickeners.
3. Calculate ingredient weights using baker's percentages.
4. Convert recipes to a new yield.
5. Differentiate among lean doughs, rich doughs, sponge doughs, and sourdoughs, and give examples.
6. Proof bake shop items.
7. Mix yeast dough using the straight-mix method.
8. Prepare and compare yeast breads.
9. Prepare different types of quick breads and cake batters.
10. Identify the main functions of icings and determine which are best suited for different baked goods.
11. Prepare and describe steamed puddings and dessert soufflés.
12. Prepare pie dough using the 3-2-1 method.
13. State in your own words the procedure for baking blind.
14. Describe roll-in dough, phyllo dough, and pâte à choux.
15. Prepare cookies using various makeup methods.
16. Explain how chocolate is made, including chocolate liquor, cocoa butter, and cocoa powder.
17. Demonstrate how to store chocolate properly.
18. State in your own words how to temper chocolate.
19. Explain how crème anglaise, pastry creams, and Bavarian creams are made, and how they are used in desserts.
20. List the characteristics of ice cream

21. List the steps used to prepare poached fruits and tortes.

Key words:

3-2-1 dough	Foaming method	Roll-in dough
Air	Formula	method
All-purpose flour	Génoise	Sabayon
Baker's percentage	Gluten	Sheet method
Baking blind	High-ratio	Shortening
Baking powder	Icing	Sift
Baking soda	Knead	Soufflé
Bavarian cream	Lean dough	Sourdough
Bloom	Leavener	Sponge
Bread flour	Liquid	Sponge method
Cake flour	Nib	Steamed pudding
Caramelization	Oven spring	Straight-mix method
Chocolate liquor	Pastry cream	Strengtheners
Cocoa butter	Pastry flour	Sweetener
Cocoa powder	Pâte à choux	Tempering
Crème anglaise	Phyllo dough	Thickener
Creaming method	Poached fruit	Torte
Curdle	Profiterole	Two-stage method
Extract	Proof	Yeast
Ferment	Quick bread	
Flavoring	Rich dough	

Chapter 6: Marketing and the Menu

1. Define à la carte, table d'hôte, California, du jour, and cycle menus.
2. Organize the information on a menu.
3. Write and lay out a menu.
4. Use sales information to analyze how menu items are selling.
5. Distinguish among and discuss basic marketing concepts such as product-service mix, marketing mix, and market trends.
6. Outline the components of a marketing plan.
7. Identify and collect local area or market segment information.
8. Describe how markets are commonly segmented.
9. State predictions of market demand by forecasting.
10. Create and write a restaurant promotion.
11. Define public relations.

Key words:

À la carte menu	Clip-on	Contribution margin
Average contribution margin	Commercial	Contribution margin proportion
Achievement rate	Communication mix	Cover stock
California menu	Contemporary marketing mix	Cyclical menu

Demographics	Market trends	Point-of-sale display
Dog	Marketing	Positioning
Du jour menu	Marketing mix	Presentation mix
Experimental method	Marketing plan	Product-service mix
Focus group	Marketing strategy	Public relations
Fonts	Menu analysis	Puzzle
Forecasting	Menu analysis worksheet	Sales promotion
Intangible	Menu content	Sampling
Internet	Menu contribution	Service
Laminated	margin	Star
Limited menu	Menu mix percentage	Suggestive selling
Market	Noncommercial	Survey method
Market demand	Observational method	Table d'hote menu
Market research	Personal selling	Unique selling proposition (USP)
Market segmentation	Plowhorse	Web site

Unit Three

Chapter 7: Purchasing and Inventory Control

1. Explain the relationship between primary and intermediary sources and retailers.
2. Explain the differences between formal and informal buying and the formal bidding process.
3. List factors that affect food prices.
4. Develop a specification list for items based on inventory information.
5. Write purchase orders for items to be purchased.
6. Explain how production records influence purchasing decisions.
7. List the criteria for selecting appropriate suppliers.
8. List proper receiving procedures.
9. State the proper storage procedures for various foods and beverages.
10. State the difference between the perpetual and physical inventory methods.

Key words:

As purchased (AP) price	Distribution	Informal purchasing method
Bids	Economies of scale	Inventory
Buyers	Edible portion (EP)	Invoice
Channel of distribution	First in, first out (FIFO)	Intermediary sources
Commissary	Food cost percentage	Issuing
Consulting services	Forecasting	Lead time
Convenience foods	Form value	Make-or-buy analysis
Cooperative (co-op) buying	Formal purchasing method	One-stop shopping
Cost-plus buying	Franchise	Optimal price
Daily food cost sheet	Grades	Organic produce
Delivery schedule	Humidity	Overproduction
		Packers' brand

Par stock	Purchasing	Service value
Periodic inventory method	Purchase order	Specifications/Specs
Perpetual inventory method	Quotes	Standing order
Pilfering	Reciprocal buying	Stockless purchasing
Place value	Receiving	Stockout
Primary sources	Receiving sheet	Substitutions
Processed foods	Reorder point (ROP)	Supply and demand
Production records	Request for credit	Time value
Production sheet	Requisition form	Transportation value
	Retailers	Vendor
	Sales mix record	Yield

Chapter 8: Meat, Poultry, and Seafood

1. Outline the federal grading systems for meat, poultry, and seafood.
2. Describe the various kinds of meat, poultry, and seafood.
3. Demonstrate proper procedures for purchasing, storing, and fabricating meat, poultry, and seafood.
4. Match various cooking methods with different forms of meat, poultry, and seafood.
5. Identify and describe different types of charcuterie.
6. Explain *garde manger* and how it relates to charcuterie.

Key words:

À point	Force meat	Pâté de champagne
Aging	Free-range	Pâté en croûte
Au jus	Fumet	Paupiette
Bard	Galantine	Poultry
Boning	Game meats	Primal cut
Bouillabaisse	Garde manger	Quality grade
Butterfly	Goujonettes	Quenelle
Carryover cooking	Gutting	Retail cut
Charcuterie	Jambalaya	Scaling
Collagan	Jus	Seafood Newburg
Connective tissue	Jus lié	Searing
Country-style	Kosher	Shucked
Force meat	Marbling	Silver skin
Court bouillon	Marinade	Straight force meat
Crustacean	Mirepoix	Sweetbreads
Deglazing	Mollusks	Terrine
Deveining	Mousseline	Trichinosis
Elastin	Mutton	Trimming
En papillote	Offal	Trussed
Emulsified	Opaque	Tying
Fabricate	Pan gravy	Yield grade
Filleting	Pâté	

Chapter 9: Standard Accounting Practices

1. Given a set of figures, apply basic accounting principles to common foodservice scenarios.
2. Calculate cost of sales using opening and closing inventory figures.
3. Given a set of figures, practice double-entry accounting.
4. Read and highlight important concepts on income statements.
5. Read and highlight important concepts on balance sheets.
6. Figure assets, liabilities, and owners' equity using balance sheet equations.

Key words:

Account	Credit	Loss
Accounts payable	Current asset	Net income
Accounts receivable	Current liability	Owners' equity
Accounting	Debit	Paper asset
Asset	Depreciation	Physical asset
Balance sheet	Direct cost	Profit
Balance sheet equation	Double-entry accounting	Retained earning
Capital item	Expenses	Revenue
Contributory income	Fixed asset	T-account
Contributory income percentage	Income statement	Transaction
Cost	Indirect cost	Trail balance
Cost of sales	Liability	Trial balance statement
	Long-term liability	

Unit Four

Chapter 10: Stocks, Soups, and Sauces

1. Identify the four essential parts of stock and the proper ingredients for each.
2. List and describe the various types of stock and their ingredients.
3. Demonstrate three methods for preparing bones for stock.
4. Prepare the ingredients for and cook several kinds of stock.
5. List the ways to cool stock properly.
6. Identify the two basic kinds of soups and give examples of each.
7. Explain the preparation of the basic ingredients for broth, consommé, purée, clear, and cream soups.
8. State in their own words the steps in the pre-preparation of several kinds of soups.
9. Identify the grand sauces and describe other sauces made from them.
10. List the proper ingredients for sauces.
11. Prepare several kinds of sauces.
12. Match sauces to appropriate foods.

Key words:

Aromatics	Court bouillon	Oignon brûlé
Au jus	Cream soup	Purée soup
Béchamel	Demi-glace	Raft
Beurre manié	Degrease	Remouillage
Bisque	Espagnole sause	Roux
Borscht	Filé	Sachet d'épices
Bouillon	Fumet	Salsa
Bouquet garni	Gazpacho	Slurry
Broth	Glace	Stock
Brown	Grand sauce	Sweat
Brown stock	Gumbo	Tomato sause
Chowder	Hollandaise	Velouté
Clarify	Jus	Vichyssoise
Clear soup	Liaison	White stock
Compound butter	Maître d'hôtel butter	Wringing method
Consommé	Minestrone	
Coulis	Mirepoix	

Chapter 11: Tourism and the Retail Industry

1. Explain the role of tourism in the hospitality industry.
2. Categorize the types of businesses that make up the tourism industry.
3. List and discuss reasons why people travel.
4. Identify career opportunities offered by travel and tourism.
5. Compare the roles of a travel agent and a tour guide.
6. Outline the work done by concierges, state and local tourist offices, corporate travel offices, and convention and meeting planners.
7. List the advantages and disadvantages of travel by airplane, car, train, bus, and cruise ship.
8. Outline the processes and special circumstances involved in international travel.
9. List and describe required customer service skills in the travel industry.
10. List services of state and national parks.
11. Describe the differences among primitive, transient, and vacation camping.
12. Identify and list area events and why they have a positive economic impact.
13. List the reasons why theme parks are important to the hospitality and travel industries.
14. Describe the differences between specialty stores, department stores, and other types of stores.

Key words:

Accommodations	Concierge	Cultural and historic tourism
Business tourism	Convention	Currency
Charter	Corporate travel office	Currency exchange
Coach		
Commuter		

Discount outlet
center
Eating establishment
Empathize
Entertainment
Environmental
tourism
Exposition
Home meal
replacement
Itinerary
Jet lag

Mall
Niche market
Passport
Primitive camping
Recreation
Recreational tourism
Retail
Shop
Theme park
Time zones
Tour guide
Tourism

Tourism office
Trade show
Transient camping
Transportation
Travel agent
Travel package
Traveler's check
Vacation camping
Visa
World Health
Organization

Chapter 12: Communicating with Customers

1. Give examples of ways to respond to and resolve customer complaints.
2. List and demonstrate the skills of effective writing.
3. List and demonstrate effective listening and speaking skills.
4. Model proper and courteous telephone skills through demonstration.
5. State guidelines for communicating effectively during and after a crisis.
6. List and give examples of innovative ways to attract and keep customers.
7. Point out menu items and demonstrate suggestive selling techniques.

Key words:

Contests
Coupons
Crisis
Games
Intermediaries
Media
Nonverbal communication
Point of sale (POS)
Premium
Promotional campaign

Rule of 10
Sampling
Signature item
Special offer
Specialty item
Suggestive selling
Sweepstakes
Trade promotion
Trial and usage promotion
Word-of-mouth

A practice examination and answer key are provided on the following pages. These examination questions are similar to what students might see on the actual examination.

Chapter 1: The History of Foodservice

1. What many consider the earliest restaurant chain - closely connected to the expansion of America's railway system - began with an establishment called
 - a. Chauncey's.
 - b. Harvey House.
 - c. Wall Street Grill.
 - d. Giovanni's Finest.

2. Curry and chutney are typical elements of
 - a. Creole cuisine.
 - b. Middle Eastern cuisine.
 - c. Indian cuisine.
 - d. Italian cuisine.

Chapter 2: Potatoes and Grains

3. Pilaf is a technique for cooking
 - a. legumes.
 - b. pastas.
 - c. grains.
 - d. herbs.

4. Which best describes fusilli pasta?
 - a. Thick tubular
 - b. Corkscrew-shaped
 - c. Shell shaped
 - d. Very thin, long round

Chapter 3: The Lodging Industry

5. The first building in the United States designed specifically as a hotel was the
 - a. Hotel Tremont in Boston.
 - b. Wells Fargo in San Francisco.
 - c. Mayflower Hotel in Washington, D.C.
 - d. City Hotel in New York City.

6. An individual that stays at a mid-priced hotel near an educational conference is considered a
- resort guest.
 - business traveler.
 - hotelier.
 - leisure traveler.

Chapter 4: The Art of Service

7. The type of service in which food is ordered from a server, prepared and plated in the kitchen, then served by the server is called
- French service.
 - American service.
 - Quick service.
 - English service.
8. A tureen is used to serve
- gravy.
 - sauce.
 - soup.
 - salad.

Chapter 5: Desserts and Baked Goods

9. What are the two most common strengtheners used in baking?
- Flour and eggs
 - Butter and oils
 - Milk and cream
 - Baking soda and baking powder
10. A croissant is considered which type of bread?
- Quick
 - Rich dough
 - Sourdough
 - Lean dough

Chapter 6: Marketing and the Menu

11. A menu that repeats itself every two weeks is considered what type of menu?
 - a. Du jour
 - b. A la carte
 - c. California
 - d. Cyclical

12. Posters and table tents are examples of
 - a. suggestive selling.
 - b. personal selling.
 - c. point-of-sale displays.
 - d. positioning.

Chapter 7: Purchasing and Inventory Control

13. What is par stock?
 - a. A number that indicates when it is time to reorder an item
 - b. A method of storing stock to ensure that the oldest items get used first
 - c. The exact amount of an item that should be in inventory at all times
 - d. Information used when making a make-or-buy analysis

14. Every delivery given to a restaurant's receiver should include a(n)
 - a. request for credit memo.
 - b. substitution.
 - c. make-or-buy analysis.
 - d. invoice.

Chapter 8: Meat, Poultry, and Seafood

15. Roast beef au jus is different than roast beef because it is
 - a. served with juices that dripped out during the roasting process.
 - b. barded by the chef.
 - c. served with a large assortment of sweetbreads.
 - d. aged by a butcher for at least 72 hours.

16. Grilled chicken breast is prepared using which cooking method?
 - a. Dry-heat
 - b. Moist-heat
 - c. Combination
 - d. Steam-heat

Chapter 9: Standard Accounting Practices

17. The manager is calculating the cost of sales for last month. If purchases for the month were \$12,560, the inventory at the start of the month was \$2,570 and the closing inventory was \$3,510, what was the cost of sales?
- \$6,480
 - \$9,990
 - \$11,620
 - \$13,500
18. On an income statement, what is contributory income?
- The amount remaining after expenses have been subtracted from revenue
 - The amount that a department contributes to an operation's total income
 - The final profit or loss of an operation for a given period of time
 - The gross profit expressed as a percentage

Chapter 10: Stocks, Soups, and Sauces

19. Consommé is a type of
- gumbo.
 - clear soup.
 - bisque.
 - cream soup.
20. Which rich sauce is derived from Espagnole sauce?
- Velouté
 - Demi-glace
 - Tomato sauce
 - Hollandaise

Chapter 11: Tourism and the Retail Industry

21. Tourism is defined as the
- psychological need to relax and go on vacation.
 - combination of all the services people pay for when they are away from home.
 - different places where people can eat when they are on vacation.
 - science of studying people's shopping habits.

22. Beautiful scenery, historic sights, a variety of accommodations, and activities such as hiking, camping, fishing, and boating are some of the attractions one can find at
- a. theme parks.
 - b. national and state parks.
 - c. outlet malls.
 - d. expositions.

Chapter 12: Communicating with Customers

23. The "rule of 10" states that
- a. if the same complaint is received 10 times, it is a serious problem that must be fixed.
 - b. there are 10 steps that must be followed after a customer complains.
 - c. there are 10 things to avoid when working with customers.
 - d. a dissatisfied customer will tell 10 other people about a bad experience.
24. Small plastic toys included in children's meals are considered
- a. suggestive selling.
 - b. premiums.
 - c. signature items.
 - d. unique selling propositions.

Number	Answer
1	B
2	C
3	C
4	B
5	D
6	B
7	B
8	C
9	A
10	B
11	D
12	C
13	C
14	D
15	A
16	A
17	C
18	B
19	B
20	B
21	B
22	B
23	D
24	B