



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DHM2405 Fine Dining and Banquet Management**
Semester & Year : January - April 2016
Lecturer/Examiner : Mr Francis Joykin/Mr Kumaran
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
 - PART A (40 marks) : 40 multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
 - PART B (40 marks) : FIVE (5) short answer questions. Answers are to be written in the Answer Booklet provided.
 - PART C (20 marks) : ONE (1) application question. Answers are to be written in the Answer Booklet(s) provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. ONLY ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

PART A : MULTIPLE CHOICE QUESTIONS (40 MARKS)

INSTRUCTION(S) : Questions 1-40 are multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.

THE 40 MULTIPLE CHOICE QUESTIONS HAVE BEEN EXCLUDED FROM THIS EXAM PAPER

END OF PART A

PART B : SHORT ANSWER QUESTIONS (40 MARKS)

INSTRUCTION(S) : **FIVE (5)** short answer questions. Answer **ALL** questions in the Answer Booklet(s) provided.

1. You have recently been appointed as the Restaurant Manager of the Samplings on the 14th. Your first task is to look into ways of reducing the high cost of operating the restaurant.
Identify and briefly explain **TEN (10)** different methods your staff can implement and practice to reduce the cost of operating the restaurant. (10 marks)
2. You have been stationed behind the buffet table to serve the guests. Serving the correct portions will ensure the overall success of the buffet service and keep food levels constant without running low too early.

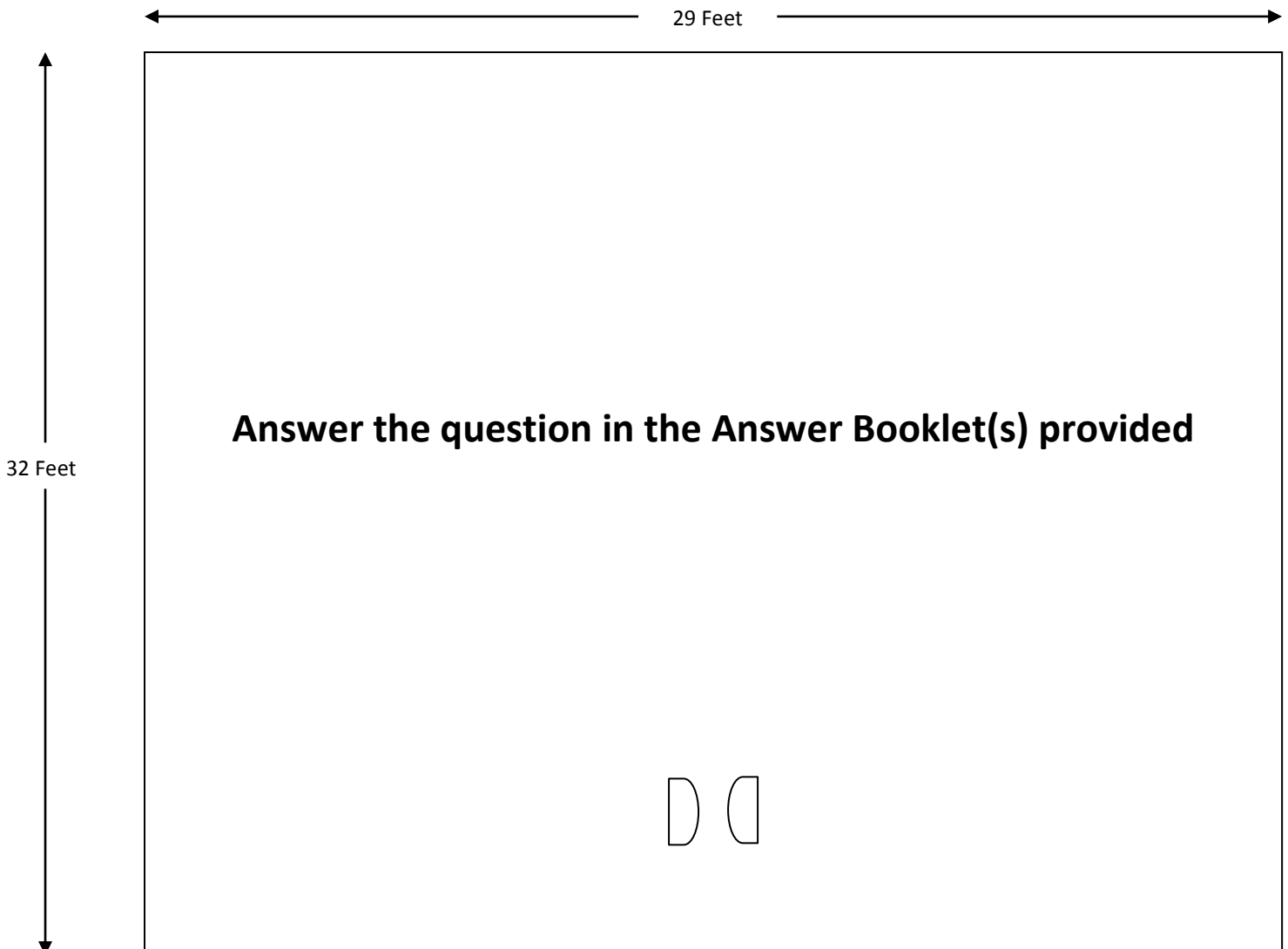
Describe **FIVE (5)** ways by which portion control can be maintained and wastage reduced. (5 marks)
3. When arranging food on the buffet table it is important to remember certain factors that would ensure that it is attractive and presentable.
List down **FIVE (5)** points to keep in mind and briefly explain each factor. (10 marks)
4. You are the service waiter for the table of four at Table 6 in the Samplings on the 14th. Two of the guests have chosen to have the Roast Chicken which will be served using the gueridon trolley.
 - a. Explain steps from the start to the placing of the plate in front of the guest, the sequence of the gueridon service. (5 marks)
 - b. Provide **FIVE (5)** safety precautions when handling the gueridon trolley during the service in the dining room. (5 marks)
5.
 - a. What is the main reason for having a Pre-Service Briefing? (1 mark)
 - b. What are the most relevant items to focus on during the pre-service briefing? (4 marks)

PART C : APPLICATION QUESTIONS (20 MARKS)

INSTRUCTION(S) : ONE (1) application question. Answer the application question in the Answer Booklet(s) provided.

1. According to the size of the function room below and the following information, draw a floor plan of a **HOLLOW SQUARE** style with maximum seating and identify in the floor plan the Correct spacing from the wall to the table , number of seating, equipment needed and its placement. For questions C, D, E and F **NO** measurements required.

- a. Hollow square style with maximum seating and number of seating (12 marks)
- b. Correct spacing from the wall to the table (3 marks)
- c. Required **ONE (1)** whiteboard at the left side of front corner (1 mark)
- d. Required **FOUR (4)** flipcharts at the four corners of hollow square (2 marks)
- e. Required **ONE (1)** screen in the front (1 mark)
- f. Required **ONE (1)** IBM table at the right side of the front corner (1 mark)



END OF EXAM PAPER