



**SCHOOL OF HOSPITALITY  
FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **FBS 1524 FOOD AND BEVERAGE MANAGEMENT**  
Trimester & Year : January - April 2019  
Lecturer/Examiner : Mr. Justin  
Duration : 3 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. **Answers everything in this question paper. This question paper consists of 2 parts:**  
**PART A (70 marks) : FOUR (4) questions are short answer questions. Answers are to be written in the question paper.**  
**PART B (30 marks) : ONE (1) Essay question. Answers are to be written in the question paper.**
2. **Candidates are not allowed to bring any unauthorized materials except writing equipment and calculator 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 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.

**Total Number of pages = 9 (Including the cover page)**

**PART A : SHORT ANSWER QUESTIONS (70 MARKS)**

**INSTRUCTION(S) : FOUR (4) questions are definitional and extended short answer questions.**  
Answers are to be this question paper.

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1. Describe each of the following term **AND** provide an example of each from the food and beverage industry: (25 marks)

a. Compensatory damages and Punitive damages

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b. Plow Horses and Dogs

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c. Legal Liability

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d. Condition of Certainty and Condition of Uncertainty

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e. Guest Check Averages

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f. Program Decision and Non-Programmed Decision

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g. Menu Engineering

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**PART B : ESSAY (30 MARKS)**

**INSTRUCTION(S): ONE (1)** Essay question. Answers are to be written in this question paper.

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Food service systems are the human and physical resources that are transformed to produce the outputs. Evaluate the Food service system model by drawing the diagram and using the final practical food and beverage event as the example for the system. (30 marks)

**Food Service System Model**



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**Control Process:**



**END OF EXAM PAPER**