



**FACULTY OF HOSPITALTY AND TOURISM
SCHOOL OF HOSPITALITY
FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **FBS1504 INTRODUCTION TO FOOD AND BEVERAGE OPERATIONS**
 Trimester & Year : January – April 2019
 Lecturer/Examiner : Mr.Gobein
 Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (70 marks) : FIVE (5) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (30 marks) : Answer the essay question in not less than 250 words or one full page. Answer the question 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 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 = 4 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION : FIVE (5) short answer questions. Answers are to be written in the answer booklet provided

1. A food and beverage establishment has different kinds of service and techniques. Explain and discuss the following types of service and list down its advantages and disadvantages.
 - a. American service
 - b. Gueridon service
 - c. French service
 - d. Russian Service
 - e. English Service

(15 marks)

2. You have just started working as a full time server. Mr.Jack, an angry customer has just asked you to go over to his table. He has found a hair in his drink and he wants to complain. Discuss and explain how you handle this customer with a step by step basis and explain and discuss the purpose of a comment card.

(10 marks)

3. Explain the types of tea and coffee drinks available in a coffeehouse or cafe.

(15 marks)

4. Identify at least **FIVE (5)** types of Restaurants found in Malaysia and explain their characteristics.

(20 marks)

5. For lunch today **FIVE (5)** guests were shown to **Table 8**. They were each handed the A la carte menu. The Captain took down their orders.

Table 8

SEAT NO	ITEM
Seat 3	Coke, Onion soup, Spaghetti Bolognese, Cream Caramel
Seat 1	Grilled Beef steak rare, Seafood salad, mojito Mocktail no ice, Blueberry pancake
Seat 4	Vegetable spring rolls, Pan-fried Dory, Tiramisu (in a wine glass), Ice Lemon Tea
Seat 2	Fruit platter, Cajun Quail, Smoked Salmon, fruit punch
Seat 5	Mushroom Quiche, Banana split, Café Latte

Write up the Captain orders for this table and list all the cutlery and glassware adjustments that should be made at the table for each cover.

(10 marks)

END OF PART A

PART B : ESSAY QUESTION (30 MARKS)

INSTRUCTION(S): Answers are to be written in the Answer Booklet provided.

In general, there are three levels of managers in a specific operation. **Top managers, middle managers and supervisors.**

The positions constituting each level vary by property, as do the duties assigned to each position. Top level managers are concerned with long term plans and goals.

Middle managers are concerned with shorter term goals and typically are less concerned with large issues affecting the business environment. The supervisors are concerned with short term goals, representing higher levels of management to employees and, at the same time, transfer employee wishes and concerns upwards.

Drawn an organization chart of a typical restaurant to illustrate the hierarchy and staffing from the top, middle and supervisory levels. For each illustrated position, briefly describe the staffs responsibility and job description.

(30 marks)

END OF EXAM PAPER