

**FACULTY OF HOSPITALITY AND TOURISM
SCHOOL OF HOSPITALITY**

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **FBS1103 Basic Food and Beverage Services**
Trimester & Year : May – August 2019
Lecturer/Examiner : Nor Hazwani Mohd Din
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
 - PART A (30 marks) : THIRTY (30) Multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.**
 - PART B (50 marks) : FIVE(5) Short answer questions. Answer all the questions. Write your answers in the Answer Booklet provided.**
 - PART C (20 marks) : ONE (1) Essay question. Write your answers in the Answer Booklet 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 = 9 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (50 MARKS)

INSTRUCTION(S) : **FIVE (5)** short answer questions. Answer all the questions.
Write your answers in the Answer Booklet(s) provided.

1. List **TEN (10)** steps of taking reservation through a phone call for a food and beverage outlet, from answering the phone to taking down the particulars. (10 marks)
2. Suggestive selling is one of the sales techniques where the employees ask the guest if they would like to include an additional purchase or recommends food which might suit the guest.
 - a) Explain **TWO (2)** purposes of suggestive selling and give **ONE (1)** examples for each purpose. (5 marks)
 - b) List **FIVE (5)** techniques for effective suggestive selling. (5 marks)
3. Part of the enjoyment of eating out is the way the food is served by skilled servers who have converted their trade into an art. Each great civilization has brought with it its own style of service that has become universally known and accepted. A food and beverage establishment has different kinds of service. Describe the **TWO (2)** kind of service mentioned below.
 - a) American Service (5 marks)
 - b) Russian Service (5 marks)
4. List **FIVE (5)** activities of mise-en-place and **FIVE (5)** activities of mise-en-scene. (10 marks)
5. A guest complaining about slow service and poor food might be handled by taking the complaint seriously.
 - a) List **FIVE (5)** Do's in dealing with an angry guest. (5 marks)
 - b) List **FIVE (5)** Don'ts in dealing with an angry guest. (5 marks)

END OF PART B

PART C : ESSAY QUESTION (20 MARKS)

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

Complaints are common in the food and beverage outlets. They should be handled professionally by the supervisor or the outlet manager. Explain how complaints should be handled using these methods; Listening, Body Language, Apology and Freebies.

(20 marks)

END OF EXAM PAPER