

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name : **FBS1103 Basic Food and Beverage Services**
Semester & Year : September - December 2016
Lecturer/Examiner : Ms. Nor Hazwani Mohd Din
Duration : 2 Hours

INSTRUCTONS 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 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.

Total Number of pages = 10 (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. a) Define all the terms below;
 - i. *A la Carte*
 - ii. *Carte Du Jour*
 - iii. *Table d'hote*
 - iv. *Entrée*
 - v. Linen

(5 marks)

- b) Personal hygiene and facilities hygiene is the most important measure to ensure that food and beverage will not be harmful to the health of any person. In order to provide an environment where food and beverage is handled in a clean and safe manner identify **FIVE (5)** hygienic practices pertaining to a restaurant such as the Upper Eastside Cafe when dealing with the service of food and beverage.

(5 marks)

2. List **FIVE (5)** activities of *mise- en- place* and **FIVE (5)** activities of *mise- en- scene*:
 - a) *Mise- en- place*

(5 marks)
 - b) *Mise- en- scene*

(5 marks)

3. Explain **TEN (10)** standards of punctuality and behavior of service personnel during work.

(10 marks)

4. 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 angry guest;

(5 marks)
 - b) List **FIVE (5)** Don'ts in dealing with angry guest;

(5 marks)

5. 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)

END OF PART B

PART C : ESSAY QUESTION (20 MARKS)

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

Before the restaurant opens for business there is extensive list of task to be completed.
LIST and **EXPLAIN** the types of task to be completed.

(20 Marks)

END OF EXAM PAPER