

**SCHOOL OF HOSPITALITY**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **FBS1104 Food and Beverage Operations**  
Semester & Year : September – December 2017  
Lecturer/Examiner : Mr Aidil Ikram Bin Abdullah  
Duration : 2 Hours

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**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 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 = 11 (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.**

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1. Identify the characteristic of below meal periods.
  - a) Lunch (4 Marks)
  - b) Dinner (4 Marks)
  - c) Supper (2 Marks)
  
2. Name **FIVE (5)** personal *mise-en-place* items a service personal should carry with them during service and **FIVE (5)** expectation that guests might have of a professional service personal:
  - a) Personal *mise-en-place* items a service personal should carry during service: (5 Marks)
  - b) Expectation that guests might have of a professional service personal: (5 Marks)
  
3. State **FIVE (5)** types of linens used in restaurant and **FIVE (5)** important details need to focus prior to setting and arrangement of tables to ensure the section is set accordingly:
  - a) Types of lines used in restaurant: (5 Marks)
  - b) Important details need to focus prior to setting and arrangement of tables to ensure the section is set accordingly: (5 Marks)


4. Explain **FIVE (5)** different types of checking should be done when preparing glassware for service and **FIVE (5)** hygiene practices to be demonstrated during service:
- a) Types of checking should be done when preparing glassware for service: (5 Marks)
  - b) The hygiene practices to be demonstrated during service: (5 Marks)
5. Apply **TEN (10)** techniques that can be used to minimize the risk of spilling drinks when serving drinks to guest using tray. (10 Marks)

**END OF PART B**

**PART C : ESSAY QUESTION (20 MARKS)**

**INSTRUCTION(S)** : Answer the question **NOT** less than 1 page in the Answer Booklet(s) provided.

Develop a complete Standard Operations Procedure (SOP) on greeting, sitting, taking food and beverage orders and payment and bid farewell.

 <b>BERJAYA</b> UNIVERSITY COLLEGE OF HOSPITALITY	<b>STANDARD OPERATING PROCEDURE</b>
<b>GREETING SITTING TAKING ORDERS AND BID FAREWELL</b>	
<b>EXPECTATION:</b>	THE GUEST EXPECTED THAT HE OR SHE WILL BE GREETED AND WELCOMED WARMLY, UPON ARRIVAL AND OFFER SEATING OPTIONS IMMEDIATELY
<b>TIME TO TRAIN:</b>	<b>30 MINUTES</b>

<b>WHAT/STEPS</b>	<b>HOW/ STANDARDS</b>
Greeting the guest	
Ushering and Sitting the guest	
Taking Orders	
Payment, Thanking the guest and bid farewell	

(20 Marks)

**END OF EXAM PAPER**