



**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 : **FBS1513 Beverage Operations and Management**
 Semester & Year : September - December 2020
 Lecturer/Examiner : Ronald Willie Binati
 Duration : 3 Hours

INSTRUCTONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : TWENTY (20) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : EIGHT (8) short answer questions. Answers are to be written 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 = 8 (Including the cover page)

PART A : MULTIPLE CHOICE QUESTIONS (20 MARKS)

INSTRUCTION(S) : Questions 1-20 are multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.

END OF PART A

PART B : STRUCTURED QUESTIONS (80 MARKS)

INSTRUCTION(S) : EIGHT (8) structured questions. Answer ALL questions in the Answer Booklet(s) provided.

1. a. Explain why wine should be swirled in a glass before nosing or smelling it? (2 marks)
b. If a wine is overly tannic/ astringent, what can be done to soften the wine at the table? Explain how this action affects the wine? (4 marks)
c. What wines would you serve with a roasted chicken? Explain your reason. (4 marks)

4. a. List **TWO (2)** roles of a Barista? (4 marks)
b. Explain corkage policy. (2 marks)
c. What is the difference between a green tea and a black tea? (4 marks)

5. a. Discuss the importance of displaying visual aids at most busy bars. (4 marks)
b. As Food and Beverage personnel, one of the many job functions is to sell beverage either wine by bottle, a new house cocktail or a new tea concoction. Identify the **SIX (6)** attributes of an effective sales person? (6 marks)

6. a. Describe the ideal method for storing tea? (6 marks)
b. When serving ice tea to a guest, you were made aware that the tea is much too weak. Identify the problem and explain how can you fix it? (4 marks)

7. a. Identify the main ingredient used in the production of Vodka? (2 marks)
b. A guest has ordered a 'screwdriver'. What is a '**screwdriver**'? (2 marks)
c. Explain what does **Aqua vitae** translate to in English? (2 marks)
d. A guest asks what XO means on the cognac bottle. Explain the different age terminology for Cognac. How would you serve this type of spirit? (4 marks)

8. a. Describe **FOUR (4)** ways in which roasted coffee can be tainted and explain how this can be prevented. (6 marks)

- b. If a customer request a cup of coffee using 'slow bar method', can you name **TWO (2)** techniques in 'slow bar' method? (4 marks)

END OF EXAM PAPER