

**FACULTY OF HOSPITALITY AND TOURISM**

**FINAL EXAMINATION**

Student ID (in  
Figures)

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Student name

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Subject Code & Name : **HOS1003 – FUNDAMENTALS OF HOSPITALITY, TOURISM AND SERVICES**

Semester & Year : January – April 2024

Lecturer/Examiner : Mr. Joseph Tang

Duration : 2 Hours

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**INSTRUCTIONS TO CANDIDATES**

- This question paper consists of:**  
**Section A: TWENTY-FIVE (25) multiple choice questions.**  
**Section B: FIVE (5) short answer questions. Write your answers in the answer script.**  
**Section C: ONE (1) essay question. Write your answers in the answer script.**
- This question paper must be submitted along with all typed answer script.**

**WARNING:** The University Examination Board (UEB) of BERJAYA University College of 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. No copy and paste.

**Total Number of pages = 6 (Including the cover page)**

**SECTION A: MULTIPLE CHOICE QUESTIONS (25 MARKS)**  
**INSTRUCTION(S): QUESTION 1-25 ARE MULTIPLE CHOICE QUESTIONS. SHADE YOUR ANSWERS IN THE MULTIPLE CHOICE ANSWER SHEET PROVIDED**

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1. The main responsibilities of controlling energy costs focus of which two departments?
  - a. Front Office and Reservation
  - b. Chefs and Bars
  - c. Housekeeping and Stewarding
  - d. Engineering and Housekeeping
  
2. Below are job titles in housekeeping department, **EXCEPT**?
  - a. Public Area Staff
  - b. Busser
  - c. Runner
  - d. Linen Keeper
  
3. Calculate the daily occupancy based on the following details:  
Total of room in hotel : 1000  
Total room (OOS) : 100  
Total room occupied : 700
  - a. 20%
  - b. 80%
  - c. 70%
  - d. 90%
  
4. This department handles the cleaning of all hotel kitchens.
  - a. Housekeeping
  - b. Public Area
  - c. Stewarding
  - d. Kitchen
  
5. Which of the following is core business of hotel?
  - a. F&B
  - b. Rooms
  - c. Laundry
  - d. Front office
  
6. Which department is **NOT** part of the Rooms Division?
  - a. F&B
  - b. Housekeeping
  - c. Front Office
  - d. Reservation

7. Which of the following is true about housekeeper's attributes?
  - a. An interest in people.
  - b. A pleasant personality.
  - c. Possession of a strong heart and good feet.
  - d. All above.
  
8. Which of the following is an example of Back-of-the-House.
  - a. Restaurant
  - b. F&B Outlet
  - c. Kitchen
  - d. Finance department
  
9. Which of the following is the reason for people to travel?
  - a. Visit friend and family
  - b. Experience new culture
  - c. Relax and Rest
  - d. All of the above
  
10. He is the staff who will park the guests' vehicles.
  - a. Doorman
  - b. Front Office assistant
  - c. Valet
  - d. Security officer
  
11. Which of the following is a primary responsibility of a food service manager?
  - a. Designing marketing campaigns
  - b. Overseeing food safety protocols
  - c. Managing hotel reservations
  - d. Handling payroll administration
  
12. Which food service establishment typically focuses on quick service and standardized menu items?
  - a. Fine dining restaurant
  - b. Food truck
  - c. Catering company
  - d. Gourmet bakery
  
13. What is the purpose of a food service inventory management system?
  - a. Tracking customer preferences
  - b. Monitoring employee attendance
  - c. Managing ingredient stock levels
  - d. Analyzing competitor pricing

14. In the context of food service, what does the acronym FIFO stand for?
- Fast In, Fast Out
  - First In, First Out
  - Freshness Is Foremost Objective
  - Food Inspection for Operations
15. Which factor is most crucial for ensuring food safety in a restaurant setting?
- Customer satisfaction surveys
  - Employee uniform color coordination
  - Proper temperature control during food storage
  - Interior decor aesthetics
16. Which type of service transaction involves direct interaction between the service provider and the customer?
- Face-to-face transaction
  - Indirect transaction
  - Electronic transaction
  - Automated transaction
17. In which type of service transaction does the customer primarily interact with an intermediary rather than directly with the service provider?
- Face-to-face transaction
  - Indirect transaction
  - Electronic transaction
  - Hybrid transaction
18. In which type of service is the customer seated and served by waitstaff throughout the meal?
- Table service
  - Buffet service
  - Fast food service
  - Takeaway service
19. Which type of service involves customers ordering and paying for food at a counter before finding a seat to eat?
- Counter service
  - Fine dining service
  - Room service
  - Drive-through service

20. What type of service is characterized by a fixed-price menu where customers help themselves to food from a variety of dishes?
- Buffet service
  - À la carte service
  - Banquet service
  - Family-style service
21. What is the primary purpose of a tourist visa?
- To allow travelers to work in a foreign country
  - To grant permission for permanent residency
  - To facilitate short-term leisure travel
  - To regulate international trade
22. Which of the following is an example of a natural tourist attraction?
- Eiffel Tower
  - Disneyland
  - Grand Canyon
  - Buckingham Palace
23. What is ecotourism primarily focused on promoting?
- Luxury travel experiences
  - Adventure sports
  - Sustainable travel practices
  - Cultural heritage preservation
24. Which of the following is an example of a UNESCO World Heritage Site?
- Hollywood Walk of Fame
  - Statue of Liberty
  - Machu Picchu
  - Times Square
25. Which of the following is **NOT** a factor that influences travel decisions?
- Budget
  - Climate
  - Cuisine
  - Population density

**SECTION B: SHORT ANSWER QUESTIONS (50 MARKS)**  
**INSTRUCTION(S): FIVE (5) SHORT ANSWER QUESTIONS. WRITE YOUR ANSWERS IN THE ANSWER BOOKLET PROVIDED.**

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1. Briefly explain the **FIVE (5)** areas of responsibilities of the housekeeping department:
  - a. Guest rooms
  - b. Public area
  - c. Staff Uniforms
  - d. Linen room
  - e. Guest loan items

(10 Marks)
  
2. Differentiate between mega event and hallmark event  

(10 Marks)
  
3. Describes the function of the Human Resource Department.  

(10 Marks)
  
4. List **TEN (10)** particulars in hotel accident book.  

(10 Marks)
  
5. Elaborate **FIVE (5)** global concerns in hospitality industry today.  

(10 Marks)

**SECTION C: ESSAY QUESTIONS (25 MARKS)**  
**INSTRUCTION(S): ONE (1) ESSAY QUESTION. WRITE YOUR ANSWERS IN THE ANSWER BOOKLET PROVIDED.**

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QUESTION 1

Explain **FIVE (5)** types of tourism and include **TWO (2)** examples for each type to support your answer.

(25 Marks)

**END OF EXAM PAPER**