

**SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name : **BCA2303 Beverage Operations and Management**
Semester & Year : January – April 2016
Lecturer/Examiner : Ronald Willie Binati
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- 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.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 = 7 (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 : SHORT ANSWER QUESTIONS (80 MARKS)

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

1. a. Explain why should wine 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 white wines would you serve with a spicy Asian meal? Explain your reason. (4 marks)
2. a. Explain the term mocktail. Differentiate it from cocktail? (2 marks)
b. Explain the drink production methods of building and layering. (2 marks)
c. You also have run out of sugar syrup. Describe how is it made? (1 mark)
d. List **TWO (2)** advantages and **TWO (2)** disadvantages of fresh juices for the consumer and the proprietor (5 marks)
3. a. Describe **TWO (2)** reasons why hygiene in the bar is very important. (3 marks)
b. Identify the danger zone temperature for food? (2 marks)
c. When must you wash your hands while working? Explain proper personal hygiene practices and preventive steps to minimize cross contamination (5 marks)
4. a. List **TWO (2)** roles of a sommelier? (2 marks)
b. Explain why do you present wine to the guest before opening? (2 marks)
c. Identify who should you serve after the host has tasted the wine? (2 marks)
d. Explain corkage policy and why is it becoming more popular among small restaurants. (2 marks)
e. A guest orders a bottle of champagne. The bottle is not as cold as they would like. What can be done to lower the temperature quickly? Explain why is it important to be careful when opening champagne? (2 marks)

5. a. Discuss why are visual aids used at most busy bars? Explain how does this aid the staff and how can samples of house cocktails increase sales and improve guest satisfaction? (4 marks)
- b. As Food and Beverage personnel, one of the many job functions is to sell beverages 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. When making tea, indicate why should you never re-boil water? (2 marks)
- b. Describe the ideal method for storing tea? (5 marks)
- c. When serving ice tea to a guest, you are made aware that the tea is much too weak. Identify the problem and explain how can you fix it? (3 marks)
7. a. Identify the main ingredient used in the production of tequila? (2 marks)
- b. A guest has asked for a liqueur with orange flavor. What **TWO (2)** liqueurs do you suggest? (2 marks)
- c. Explain what does Eau-de-vie 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. Roasted coffee can be tainted in four ways. Explain what are they and how can we prevent this? (6 marks)
- b. You are serving a large function of 100 guests a sit down dinner meal including dessert and coffee service. Explain coffee brewing method that is most advisable for good quality coffee to be served during the function. (4 marks)

END OF EXAM PAPER