

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name : **DHM1401 Food and Beverage Operations**
Semester & Year : January – April 2016
Lecturer/Examiner : Mr Aidil Ikram Bin Abdullah
Duration : 2 Hours

INSTRUCTONS TO CANDIDATES

- 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.**
- 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.

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. Identify **FIVE (5)** types of linens used in food and beverage operations and **FIVE (5)** correct methods of handling linen.
 - a) Identify **FIVE (5)** types of linens: (5 Marks)
 - b) **FIVE (5)** correct methods of handling linen: (5 Marks)
2. List **TEN (10)** important steps of handling service tray: (10 Marks)
3. State **FIVE (5)** methods of polishing cutlery and **FIVE (5)** methods of polishing glassware:
 - a) **FIVE (5)** methods of polishing cutlery: (5 Marks)
 - b) **FIVE (5)** methods of polishing glassware: (5 Marks)
4. Explain **TEN (10)** important steps you need to follow when clearing on the table while guest having meal: (10 Marks)
5. Explain **TEN (10)** important techniques that you need to follow when serving iced water to the guest: (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.

A guest is complaining about slow service and poor quality of food needs to be handled by taking the complaint seriously. How would you handle the complain? Explain the STEPS in handling complains by using these methods: Listening, Body Language, Apologize and Freebies.

(20 Marks)

END OF EXAM PAPER