



SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : _____

Subject Code & Name : **DHM1407 Bar, Beverage and Barista**
Semester & Year : January – April 2016
Lecturer/Examiner : Ronald Willie Binati
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : 20 multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : Answer ALL SIX (6) structured 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 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 : STRUCTURED QUESTIONS (80 MARKS)

INSTRUCTION(S) : SIX (6) structured questions. Answer ALL SIX (6) questions in the Answer Booklet(s) provided.

1.
 - a. Explain the term mocktail. How does it differ from a cocktail? (2 marks)
 - b. Explain the drinks production methods of building and layering. (2 marks)
 - c. You have run out of sugar syrup. Explain the process of making sugar syrup? (1 mark)
 - d. List **TWO (2)** advantages and **TWO (2)** disadvantages of fresh juices for the consumer and the proprietor (5 marks)
2.
 - a. Identify **TWO (2)** reasons why hygiene in the bar is very important. (3 marks)
 - b. Identify the danger zone temperature for food? (2 marks)
 - c. Explain when you must wash your hands and Outline the proper personal hygiene practices and preventive steps to minimize cross contamination (5 marks)
3.
 - a. Why are visual aids used at most busy bars? How does this aid the staff? 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 the bottle, a new house cocktail or a new tea concoction. What are the **SIX (6)** attributes of an effective sales person? (6 marks)
4.
 - a. State the reason why should you never re-boil water when making tea. (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. What is the problem and how can you fix it? (3 marks)

5. a. What is meant by 'vintage'? Why is one year considered better than another? (5 marks)
- b. Why do winemakers sometimes blend different types of grape? (5 marks)
- c. What kind of information, besides their names, should be included on a wine list to help sell the wines? (10 marks)
6. Albert will be opening an English Bistro and Wine Bar located in the Bukit Bintang area of Kuala Lumpur, targeting the middle class segment of the KL population as well as expatriates living in and around the city centre. In order for him to create and offer his wine and spirits selections in his bistro, what are the **FIVE (5)** major considerations that he needs to address? Briefly describe the importance of each factor to his business. (20 marks)

END OF EXAM PAPER