



FACULTY OF CULINARY ARTS

FINAL EXAMINATION

Student ID :

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Student Name : _____

Subject Code & Name : **BCA2401 Kitchen Operations and Management**
Semester & Year : Jan – Apr 2017
Lecturer/Examiner : Kamal Md Saad
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (40 marks) : FIVE (5) short answer questions.
PART B (60 marks) : THREE (3) essay questions.
Answer ALL questions in the answer booklet(s) provided.
2. Candidates are not allowed to bring any unauthorised 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 = 2 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer ALL FIVE (5) questions in the answer booklet(s) provided.

1. What is the difference between an open and a closed problem? (6 marks)
2. Identify the major differences between induction and orientation? (6 marks)
3. Discuss the essential differences between the leadership behaviours of “directive” and “supportive”, when and why are they used? (8 marks)
4. Briefly describe the main contributions of Frederick Taylor’s scientific management theory. (8 marks)
5. States the differences between management by objective, the excellence movement, and reengineering? (12 marks)

END OF PART A

PART B : ESSAY QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer ALL THREE (3) questions in the answer booklet(s) provided.

1. Identify the **EIGHT (8)** guidelines for administering discipline in a fair and equitable way and how these could be applied in your organisation. (16 marks)
2. Discuss the elements of Maslow’s hierarchy of needs theory. (20 marks)
3. Define the skills and attributes that you consider important for a chef supervisor’s success. (24 marks)

END OF EXAM PAPER