



**SCHOOL OF HOSPITALITY
FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BCA2402 RESTAURANT OPERATIONS AND MANAGEMENT**
 Semester & Year : January – April 2017
 Lecturer/Examiner : Ms. Nor Hazwani Mohd Din
 Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 - PART A (70 marks) : FIVE (5) short answer questions. Answers are to be written in the Answer Booklet provided.
 - PART B (30 marks) : ONE (1) essay question. Answer the essay question in not less than 250 words or one full page. Answer the question in the Answer Booklet(s) 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 = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S): FIVE (5) short answer questions. Answers are to be written in the answer booklet provided

1. Describe the **FOUR (4) types** of service mentioned.
 - a) American Service
 - b) Gueridon Service
 - c) English Service
 - d) Russian Service

(20marks)
2. You have recently been appointed as the Restaurant Manager of the Samplings on the Fourteenth. Your first task is to look into ways of reducing the high operating cost of the restaurant. Identify and briefly explain **TEN (10)** different methods your staff can implement and practice to reduce the operating cost of the restaurant.

(10 marks)
3. A menu is a list of food and beverage items which are served according to the guest order. If you are the waiter or server then you should know some basic steps to present the menu and taking food and beverage orders correctly. Explain **FIVE (5)** steps of presenting the menu and **FIVE (5)** steps taking orders. The steps should be in sequence.
 - a) Steps of presenting the menu (5 marks)
 - b) Steps of taking food and beverage orders (5 marks)
4. List down and explain **TEN (10)** types of commercial restaurants available in Malaysia.

(20 marks)
5. You are taking care of a table of 4 pax. You have just served them the main course and need to attend to another table who have just arrived.
 - i. Before you leave what else would you need to do for the guests?
List **FIVE (5)** service checks you can make before leaving.

(5 marks)
 - ii. Anticipating guest's needs is a necessary skill in restaurant service. Provide **FIVE (5)** clues your guests might display that will help you identify, if and when they might need your attention.

(5 marks)

END OF PART A

PART B : ESSAY QUESTION (30 MARKS)

INSTRUCTION(S): ONE (1) essay question. Answer the essay question in not less than 250 words or one full page. Answer the question the Answer Booklet(s) provided. Be sure to write in sentences and paragraphs.

1. In general, there are three levels of managers in a specific operation. **Top managers, middle managers and supervisors.**

The positions constituting each level vary by property, as do the duties assigned to each position. Top level managers are concerned with long term plans and goals.

Middle managers are concerned with shorter term goals and typically are less concerned with large issues affecting the business environment. The supervisors are concerned with short term goals, representing higher levels of management to employees and, at the same time, transfer employee wishes and concerns upwards.

Draw an example of a fine dining restaurant organisational chart, explain the staff and managerial positions responsibility in a restaurant using relevant job descriptions.

(30 marks)

END OF EXAM PAPER