

## SCHOOL OF HOSPITALITY

### FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **FBS1104 Food and Beverage Operations**  
Semester & Year : January – April 2017  
Lecturer/Examiner : Mr Aidil Ikram Bin Abdullah  
Duration : 2 Hours

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### INSTRUCTIONS TO CANDIDATES

1. 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.
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 = 9 (Including the cover page)**

**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.

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1. Describe the characteristic of restaurants below.
  - a) Coffee Shop (4 Marks)
  - b) Specialty Restaurant (4 Marks)
  - c) Continental Restaurant (2 Marks)
  
2. Describe the characteristic of meal periods below.
  - a) Tea Time (2 Marks)
  - b) Dinner (4 Marks)
  - c) Supper (4 Marks)
  
3. List the **TEN (10)** important steps when answering a telephone call. (10 Marks)
  
4. List the **TEN (10)** rules of loading and lifting a bolta tray. (10 Marks)
  
5. Identify and discuss **FIVE (5)** techniques that a server could develop to help improve serving priorities and timing. (10 Marks)

**END OF PART B**

**PART C : ESSAY QUESTION (20 MARKS)**

**INSTRUCTION(S)** : Answer the question in the Answer Booklet(s) provided.

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**EXPLAIN** the characteristics of English service, French service, American service and Gueridon service styles.

(20 Marks)

**END OF EXAM PAPER**