



FACULTY OF CULINARY ARTS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **BCA 2401 Kitchen Operations and Management**

Trimester & Year : Jan – Apr 2018

Lecturer/Examiner : Kamal Md Saad

Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (40 marks) : FOUR (4) short answer questions.

PART B (60 marks) : FOUR (4) essay questions.

Answers are to be written in the Answer Booklet 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 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.

Total Number of pages = 2 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer ALL FOUR (4) questions in the answer booklet(s) provided.

1. Briefly explain the elements that contribute to people's resistance to change. (8 marks)
2. Define the theory X and theory Y as motivational concepts. (10 marks)
3. What are main differences between management by objective, excellence movement, and reengineering? (12 marks)
4. Briefly explain the elements of Maslow's hierarchy of needs theory. (10 marks)

END OF PART A

PART B : ESSAY QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer ALL FOUR (4) questions in the answer booklet(s) provided.

1. Define the **FIVE (5)** different types of listening in a working place environment. (15 marks)
2. Describe the procedures commonly used for conducting appraisal interviews. (15 marks)
3. Describe **THREE (3)** negative training methods and explain their impact on new team members. (15 marks)
4. Explain the steps of progressive discipline process. (15 marks)

END OF EXAM PAPER