



**SCHOOL OF HOSPITALITY
FINAL EXAMINATION**

Student ID (in Figures) :

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

Student ID (in Words) : _____

Course Code & Name : **FBS1504 INTRODUCTION TO FOOD AND BEVERAGE OPERATIONS**
Trimester & Year : Jan – April 2018
Lecturer/Examiner : 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 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 = 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 **THREE (3) types** of service mentioned.
 - a) American Service
 - b) Gueridon Service
 - c) Russian Service

(15 marks)
2. Explain definition and types of franchising with suitable examples.

(15 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. "You only have one chance to make first impression." This is rallying cry for every quality-oriented service businesses. In food service business, guests make decisions within their first minute of contact with the restaurant.

As a service provider, discuss how you can provide a good guest experience to the guest. (30 marks)

END OF EXAM PAPER