



**FACULTY OF HOSPITALITY AND TOURISM
SCHOOL OF HOSPITALITY**

FINAL ALTERNATIVE ASSESSEMENT EXAMINATION

Course Code & Name : **FBS1103 – BASIC FOOD & BEVERAGE SERVICES**
Trimester & Year : January – April 2020
Lecturer/Examiner : Nor Hazwani Mohd Din
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of:
: **FIVE (5) ESSAY questions. Answer all the questions. Each questions numbers of the word MUST be within 200 – 250 words.**
2. Please make sure all the answer must be type in the answer booklet provided
3. Please **SAVE** the file in a PDF/WORD format and using the file name : **FBS1103 (Student ID)**
Example; FBS1103 (B1012019324)
4. Answer to be submitted along with Student Declaration Form attached in the answer booklet.
5. Answer Booklet to be submitted via CN email to CN ID NB315; Nor Hazwani Binti Mohd Din within 3 hours.

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.

PART A: ESSAY QUESTION

INSTRUCTION(S) : Answer ALL the questions. All answer should be within 200 – 250 words for each question.

1. Complaints are common in the food and beverage outlets. They should be handled professionally by the supervisor or the outlet manager.

EXPLAIN how complaints should be handled using these methods; Listening, Body Language, Apology and Freebies.

Provide **EXAMPLE** for each of the method that you explain.

(20 marks)

2. Restaurant managers have different duties depending on where they work.

EXPLAIN the roles of a manager in a restaurant, using examples of daily planning, leading, organizing and controlling duties.

(20 marks)

3. Fine Dining restaurant are known for delivering a higher level of customer service than casual restaurant. Table service is one of the examples that type of service can be offered by fine dining restaurant.

DISCUSS FOUR (4) type of service that can be offered by the fine dining restaurant.

(20 marks)

4. Being as a waiter is part of the front house, which is most of the service personnel activities will be happen between waiter and guest. As a good service personnel;

- a) **DISCUSS TEN (10)** standard of punctuality and behavior during the operations.
- b) In your own words, **EXPLAIN** why it is important to have a standard of punctuality and behavior.

(20 marks)

5. Suggestive selling is one of the sales techniques where the employees ask the guest if they would like to include an additional purchase or recommends food which might suits the guests.

- a) Explain **TWO (2)** main purposes of having suggestive selling and provide examples each of the purposes.

(6 marks)

- b) As a waiter, create an **EXAMPLE** on how you will do suggestive selling with the guest. (*Full conversation*)

(14 marks)

END OF PAPER