

FACULTY OF HOSPITALITY AND TOURISM

SCHOOL OF HOSPITALITY

FINAL EXAMINATION

Student ID (in Figures) :

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

Student ID (in Words) : _____

Course Code & Name : **FBS1104 Food and Beverage Operations**
Semester & Year : January – April 2020
Lecturer/Examiner : Mr. Aidil Ikram Bin Abdullah
Duration : 2 Hours

INSTRUCTONS TO CANDIDATES

1. This question paper consists of 3 parts:
PART A (30 marks) : THIRTY (30) Multiple choice questions. Answers are to be WRITE in the Multiple Choice Answer Booklet 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 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 = 10 (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.**

1. Identify the characteristic of below meal periods.
 - a) Breakfast (2 Marks)
 - b) Brunch (4 Marks)
 - c) Lunch (4 Marks)

2. As a food and beverage employee, explain **FIVE (5)** examples when you need to wash your hands and describe **FIVE (5)** steps how you will wash your hands.
 - a) When you will wash your hands? (5 Marks)
 - b) Describe the steps how you will wash your hands? (5 Marks)

3. List **TEN (10)** negative actions which make guest unsatisfied in the restaurant. (10 Marks)

4. Compare and contrast the characteristics between dinner menu and supper menu. (10 Marks)

5. List **TEN (10)** positive behaviors of service personnel. (10 Marks)

END OF PART B

PART C : ESSAY QUESTION (20 MARKS)

INSTRUCTION(S) : Answer the question **NOT** less than 1 page in the Answer Booklet(s) provided.

Guest complaints about slow service and poor quality of food need to be handled by taking the complaint seriously. Explain how you would handle the complain? Elaborate the complaint handling procedure by incorporating these methods of, Listening, Body Language, Apologize, Freebies and end with a conclusion.

(20 Marks)

END OF EXAM PAPER