



FACULTY OF CULINARY ARTS

FINAL EXAMINATION

Student ID :

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Student Name : _____

Subject Code & Name : **CUL2004 Kitchen Operations and Management**
Semester & Year : May – Aug 2017
Lecturer/Examiner : Kamal Md Saad
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (40 marks) : FIVE (5) short answer questions.
PART B (60 marks) : THREE (3) essay questions.
Answer ALL questions in the answer booklet(s) 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 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 = 2 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer ALL FIVE (5) questions in the answer booklet(s) provided.

1. What are the uses of the Pareto Principle relative to identifying and solving problems? (6 marks)
2. Define the primary differences between a structured and an unstructured interview. (8 marks)
3. Explain the elements of crossed transaction and uncrossed transaction. (8 marks)
4. Described and explain how are job descriptions used in a foodservice establishment. (8 marks)
5. Identify **TEN (10)** elements of team member performance that are usually evaluated by the superior. (10 marks)

END OF PART A

PART B : ESSAY QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer ALL THREE (3) questions in the answer booklet(s) provided.

1. Define **SEVEN (7)** elements of kitchen team commitment. (14 marks)
2. Explain the steps of progressive discipline in an organisation. (16 marks)
3. Describe the steps a chef supervisor should follow when dealing with team member complaints. (30 marks)

END OF EXAM PAPER