



FACULTY OF CULINARY ARTS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **CUL2004 KITCHEN OPERATIONS MANAGEMENT**
Trimester & Year : May - August 2019
Lecturer/Examiner : VINCENT PANG
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : SEVEN (7) short answer questions. Answers are to be written in the Answer booklet provided.
PART B (40 marks) : TWO (2) 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 = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer ALL questions. Write your answer in the Answer Booklet provided.

1. What are the **SEVEN (7)** qualities and skills that are required to be a good leader? (7 marks)
2. Discuss **SIX (6)** factors that can impact training. (12 marks)
3. What is the difference between a directive behaviour and supportive behaviour? (7 marks)
4. What are the behaviours that an individual could be display when they are blocked in attempts to satisfy their needs? (8 marks)
5. Discus what was McGregor's theory on the philosophies of human nature. (11 marks)
6. What are the **FOUR (4)** management styles of the University of Michigan Leadership studies? (8 Marks)
7. List down **SEVEN (7)** principles that ISO 9000 standards are based on. (7 marks)

END OF PART A

PART B : ESSAY QUESTIONS (40 MARKS)

INSTRUCTION (S) : Answer ALL questions. Write your answer in the Answer Booklet provided.

1. Discuss the **SIX (6)** characteristics of an open system and illustrate a diagram showing the flow of an open system (20 marks)

2. a. Explain *Deming's* 14 point system that is used by companies to help increase quality (14 marks)

- b. What is meant by quality in the food service system? (6 marks)

END OF EXAM PAPER