

**FACULTY OF HOSPITALITY AND TOURISM
SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **FBS1504 INTRODUCTION TO FOOD BEVERAGE OPERATIONS**
Trimester & Year : May – August 2019
Lecturer/Examiner : Justin Ho Li Vern
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:**
PART A (70 marks) : FIVE (5) short answer questions. Answers are to be written in this question paper.
PART B (30 marks) : ONE (1) essay question in not less than 250 words or one full page. Answers are to be written in this question paper.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**

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 = 9 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : FIVE (5) short answer questions. Answers are to be written in this question paper.

1. Define the following terms:

a. Cashier (2 Marks)

b. Table d'Hote Menu (2 Marks)

c. Institutional Catering (2 Marks)

d. F&B Director (2 Marks)

e. Kids Menu (2 Marks)

f. Green Tea (2 Marks)

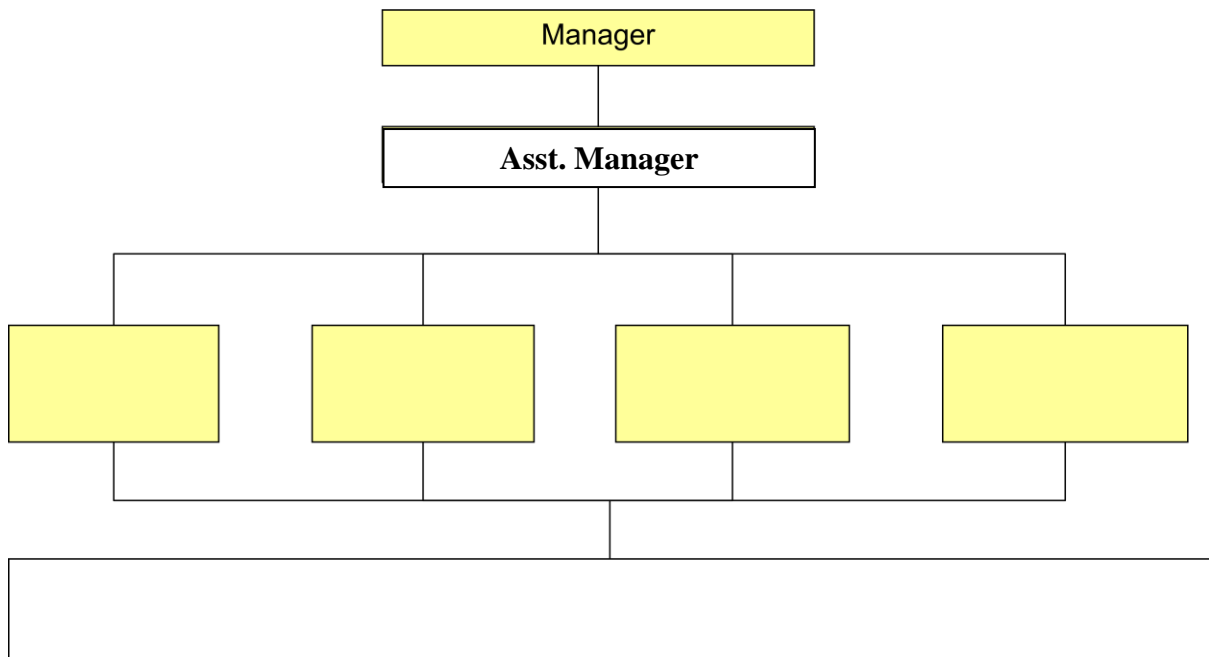
g. Wine List (2 Marks)

h. Black Tea (2 Marks)

i. Martini Glass (2 Marks)

j. Linen (2 Marks)

4. Ms. Elaine is planning to open a cafeteria in Sentul area but she is trying to develop an organization chart and job descriptions of staffs for the restaurant. You are required to fill in the organization chart below. (5 Marks)



5. Mr. JJ is the restaurant manager of Upper East Side Cafe at Berjaya Times Square, he is using french service in his restaurant. You are required to list down the **FIVE (5)** advantages and **FIVE (5)** disadvantages of this service style (10 Marks)

Advantages	Disadvantages
1.	
2.	
3.	
4.	
5.	

END OF PART A

