

**SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name : **FBS1513 Beverage Operations and Management**
Semester & Year : September - December 2016
Lecturer/Examiner : Ronald Willie Binati
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : TWENTY (20) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : EIGHT (8) short answer questions. Answers are to be written 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 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 = 8 (Including the cover page)

PART A : MULTIPLE CHOICE QUESTIONS (20 MARKS)

INSTRUCTION(S) : Questions 1-20 are multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.

1. The correct formula for fermentation is:
 - a. Sugar + Yeast = Methanol + SO₂ + Heat
 - b. Sugar + Yeast = Methanol + CO₂ + Heat
 - c. Sugar + Yeast = Ethanol + SO₂ + Heat
 - d. Sugar + Yeast = Ethanol + CO₂ + Heat

2. The scientific name for the yeast used in wine fermentation is:
 - a. *Vitis vinifera*
 - b. *Saccharomyces vinifera*
 - c. *Saccharomyces cerevisiae*
 - d. *Vitis cerevisiae*

3. Suggestive questioning is extremely effective and has been shown to result in dramatically increased sales in any food and beverage establishment. Which among these is **NOT** a form of suggestive (open) question?
 - a. Would you like a cocktail?
 - b. What sort of cocktail would you like?
 - c. What would you like to drink from the bar?
 - d. Who will be selecting the wine tonight?

4. Proper wine cellaring includes identifying the environmental factors that influence the health and longevity of wine. The four key factors are:
 - a. Temperature, humidity, oxygen and light
 - b. Temperature, humidity, vibration and light
 - c. Humidity, vibration, light and sound
 - d. Humidity, vibration, moisture and light

5. Why is barley ideal for making beer?
- Because barley contains up to 80 percent starch reserves and an enzyme called diastase that can convert those starch reserves into fermentable sugar
 - Because barley is easily grown and depending on the variety planted, can produce enormous amount of grain which is cost effective
 - Because barley is normally grown in cool climate and beer brewery is normally situated in cool climate
 - Because the flexibility of barley grain that can easily be toasted at any temperature to create any beer style
6. There are **TWO (2)** major families of beer depending on which strain of yeast used. They are
- Carlsberg and Tiger
 - Pale Ale and Brown Ale
 - Stout and Porter
 - Ale and Lager
7. All beers, whichever type they are, have the same storage requirements. The **TWO (2)** handling mistakes that are most destructive to beer flavor are:
- Light and temperature abuse
 - Water and carbon dioxide
 - Light and water
 - Temperature abuse and carbon dioxide
8. There are **TWO (2)** types of stills used in distilling spirits. They are:
- Pot Still and Alembic Still
 - Patent Still and Continuous Still
 - Pot Still and Column Still
 - Column Still and Continuous Still
9. Wine faults are the result of poor handling of the wine, poor storage or possibly a failure in packaging while wine systemic flaws refers to a bad decision or error in the wine making process. Which among these are **NOT** wine systemic flaws?
- Vegetative wines
 - Brett
 - Unbalanced alcohol
 - Oxidation

Questions 10 and 11 are based on this table

Liqueur	Spirit	Flavor
Bailey's Irish Cream	_____	Cream and Chocolate
Cointreau	Neutral Spirit	_____

10. The main flavoring for Bailey's Irish cream is cream and chocolate. What is the base spirit for this liqueur?
- a. Rum
 - b. Bourbon
 - c. Brandy
 - d. Irish Whiskey
11. The base spirit for the production of Cointreau is neutral spirit but what is the main flavoring component of this liqueur?
- a. Almond
 - b. Bourbon
 - c. Orange
 - d. Raspberry
12. Brandy is a generic term for any spirit made from a fruit wine. What is the world's most famous brandy, named for the region in France where it originates?
- a. Cognac
 - b. Armagnac
 - c. Calvados
 - d. Eau-de-vie
13. The most famous eau-de-vie is Calvados from the Normandy region of France. It is made from which agricultural produce?
- a. Apple
 - b. Cherry
 - c. Blackcurrant
 - d. Pear
14. The preferred glassware for brandy and eau-de-vie is a _____
- a. Collins glass
 - b. Highball glass
 - c. Copita
 - d. Snifter

15. This spirit originates from the West Indies and distilled from fermented sugar cane juice or molasses that has been aged in wood and has 40% to 57% alcohol per volume content. This refers to
- Vodka
 - Gin
 - Rum
 - Aquavit
16. “*Smirnoff, Stolichnaya, Finlandia, Grey Goose*”. These commercial brands are of what type of spirits?
- Tequila
 - Beer
 - Gin
 - Vodka
17. Tequila is a Mexican distillate that utilizes a cactus-like plant as a source of the fermentable sugars. The name of this plant is the:
- Agave plant
 - Algarve plant
 - Algae plant
 - Alamanda plant
18. Which of the following is **NOT** a factor that affects directly the quality of a mixed drink (refers to both cocktail and mocktail):
- Size of glass ware used
 - Types of ice used
 - Measurements of liquid
 - Room temperature
19. What is *Camelia sinensis*?
- A disease affecting tea plant
 - A region where the tea is planted
 - The tea plant
 - The chemical compound in tea

20. Which among these statements are **NOT** true in regards to tea service?
- a. Offer a selection of tea on a presenter filled with individually wrapped teas as foil wrapped tea retains freshness longer
 - b. Serve tea on a tray with a pot of hot water, cup and saucer or a mug with lid and a milk jug
 - c. All tea served should be steeped for more than 10 minutes to allow the astringency to develop
 - d. To prepare the base for ice tea service, use a double quantity of tea leaves as the addition of ice cubes to the hot brew will dilute the taste considerably

END OF PART A

PART B : STRUCTURED QUESTIONS (80 MARKS)

INSTRUCTION(S) : EIGHT (8) structured questions. Answer ALL questions in the Answer Booklet(s) provided.

1. a. Explain why should wine be swirled in a glass before nosing or smelling it? (2 marks)
b. If a wine is overly tannic/ astringent, what can be done to soften the wine at the table? Explain how this action affects the wine? (4 marks)
c. What white wines would you serve with a spicy Asian meal? Explain your reason. (4 marks)
2. a. Explain the term mocktail. Differentiate it from cocktail? (2 marks)
b. Explain the drink production methods of building and layering. (2 marks)
c. You also have run out of sugar syrup. Describe how is it made? (1 mark)
d. List **TWO (2)** advantages and **TWO (2)** disadvantages of fresh juices for the consumer and the proprietor (5 marks)
3. a. Describe **TWO (2)** reasons why hygiene in the bar is very important. (3 marks)
b. Identify the danger zone temperature for food? (2 marks)
c. When must you wash your hands while working? Explain proper personal hygiene practices and preventive steps to minimize cross contamination (5 marks)
4. a. List **TWO (2)** roles of a sommelier? (2 marks)
b. Explain why do you present wine to the guest before opening? (2 marks)
c. Identify who should you serve after the host has tasted the wine? (2 marks)
d. Explain corkage policy and why is it becoming more popular among small restaurants. (2 marks)
e. A guest orders a bottle of champagne. The bottle is not as cold as they would like. What can be done to lower the temperature quickly? Explain why is it important to be careful when opening champagne? (2 marks)

5. a. Discuss why are visual aids used at most busy bars? Explain how does this aid the staff and how can samples of house cocktails increase sales and improve guest satisfaction? (4 marks)
- b. As Food and Beverage personnel, one of the many job functions is to sell beverages either wine by bottle, a new house cocktail or a new tea concoction. Identify the **SIX (6)** attributes of an effective sales person? (6 marks)
6. a. When making tea, indicate why should you never re-boil water? (2 marks)
- b. Describe the ideal method for storing tea? (5 marks)
- c. When serving ice tea to a guest, you are made aware that the tea is much too weak. Identify the problem and explain how can you fix it? (3 marks)
7. a. Identify the main ingredient used in the production of tequila? (2 marks)
- b. A guest has asked for a liqueur with orange flavor. What **TWO (2)** liqueurs do you suggest? (2 marks)
- c. Explain what does Eau-de-vie translate to in English? (2 marks)
- d. A guest asks what XO means on the cognac bottle. Explain the different age terminology for Cognac. How would you serve this type of spirit? (4 marks)
8. a. Roasted coffee can be tainted in four ways. Explain what are they and how can we prevent this? (6 marks)
- b. You are serving a large function of 100 guests a sit down dinner meal including dessert and coffee service. Explain coffee brewing method that is most advisable for good quality coffee to be served during the function. (4 marks)

END OF EXAM PAPER