



**FACULTY OF CULINARY ARTS
FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **CUL2004 Kitchen Operations and Management**
Trimester & Year : Sep – Dec 2018
Lecturer/Examiner : Kamal Md Saad
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (40 marks) : FOUR (4) 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 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 = 2 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer ALL FOUR (4) questions in the answer booklet(s) provided.

1. Briefly explain how transactional analysis can assist the training effort. (10 marks)
2. Compare the strengths and weaknesses of “job talk” as a training method and justify when this training method should be used. (12 marks)
3. Explain the essential differences between the leadership behaviours of “directive” and “supportive”. (8 marks)
4. Discuss some of the myths associated with leadership. (10 marks)

PART B : ESSAY QUESTIONS (60 MARKS)

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

1. Explain the principles of building a kitchen team. (15 marks)
2. Describe the procedures commonly used for conducting appraisal interviews. (15 marks)
3. Identify and discuss the **TEN (10)** elements of kitchen supervision. (30 marks)

END OF EXAM PAPER