

**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 : **FBS1103 Basic Food and Beverage Services**
Trimester & Year : Sept - Dec 2018
Lecturer/Examiner : Nor Hazwani Mohd Din
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:
PART A (30 marks) : THIRTY (30) Multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (50 marks) : FIVE (5) Short answer questions. Answer all the questions. Write your answers in the Answer Booklet provided.
PART C (20 marks) : ONE (1) Essay question. Write your answers 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 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 B : SHORT ANSWER QUESTIONS (50 MARKS)

INSTRUCTION(S) : FIVE (5) short answer questions. Answer all the questions.
Write your answers in the Answer Booklet(s) provided.

1. Personal hygiene and facilities hygiene are the most important measure to ensure that food and beverage will not be harmful to the health of any person. In order to provide an environment where food and beverage is handled in a clean and safe manner, identify **TEN (10)** hygienic practices pertaining to a restaurant such as the Upper Eastside Cafe when dealing with the service of food and beverage.
(10 marks)
2. List **TEN (10)** steps of taking reservation through a phone call for a food and beverage outlet, from answering the phone to taking down the particulars.
(10 marks)
3. Part of the enjoyment of eating out is the way the food is served by skilled servers who have converted their trade into an art. Each great civilization has brought with it its own style of service that has become universally known and accepted. A food and beverage establishment has different kinds of service. Describe the **TWO (2)** kind of service mentioned below.
 - a) American Service
(5 marks)
 - b) Russian Service
(5 marks)
4. Suggestive selling is one of the sales techniques where the employees ask the guest if they would like to include an additional purchase or recommends food which might suits the guest.
 - a) Explain **TWO (2)** purposes of suggestive selling and give one examples of each purpose.
(5 marks)
 - b) List **FIVE (5)** techniques for effective suggestive selling.
(5 marks)
5. List **FIVE (5)** activities of mise-en-place and **FIVE (5)** activities of mise-en-scene.
(10 marks)

END OF PART B

PART C : ESSAY QUESTION (20 MARKS)

INSTRUCTION(S) : Answer the question in the Answer Booklet(s) provided.

Complaints are common in the food and beverage outlets. They should be handled professionally by the supervisor or the outlet manager. Explain in details how complaints should be handled using the methods below with examples for each one.

- a) Listening
- b) Body Language
- c) Apologize
- d) Freebies

(20 Marks)

END OF EXAM PAPER