



**FACULTY OF HOSPITALITY AND TOURISM  
SCHOOL OF HOSPITALITY**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **FBS1114 Bar, Beverage and Barista**  
Trimester & Year : September - December 2018  
Lecturer/Examiner : Ronald Willie Binati  
Duration : 2 Hours

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**INSTRUCTONS 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) : Answer ALL SIX (6) structured 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 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 = 7 (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.

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**END OF PART A**

**PART B : STRUCTURED QUESTIONS (80 MARKS)**

**INSTRUCTION(S) : SIX (6) structured questions. Answer ALL SIX (6) questions in the Answer Booklet(s) provided.**

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1. a. Explain the term mocktail. How does it differ from a cocktail? (2 marks)  
b. Explain the drinks production methods of building and layering. (2 marks)  
c. Explain the process of making sugar syrup? (1 mark)  
d. List **TWO (2)** advantages of serving fresh fruit juices for the consumer. (5 marks)
2. a. Identify **TWO (2)** reasons why hygiene in the bar is very important. (3 marks)  
b. Identify the danger zone temperature for food? (2 marks)  
c. Explain when you must wash your hands and outline the proper personal hygiene practices and preventive steps to minimize cross contamination. (5 marks)
3. a. Explain how samples of house cocktails can 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 the bottle, a new house cocktail or a new tea concoction. What are the **THREE (3)** attributes of an effective sales person? (6 marks)
4. a. State the reason why you should never re-boil water when making tea. (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. What is the problem and how can you fix it? (3 marks)

**END OF EXAM PAPER**