



FACULTY OF CULINARY ARTS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **CUL2004 KITCHEN OPERATIONS MANAGEMENT**
Trimester & Year : September - December 2019
Lecturer/Examiner : W. Edie Azlie
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A : FIVE (5) short answer questions. Answers are to be written in the (60marks) Answer booklet provided.
PART B : TWO (2) Essay questions. Answers are to be written in the (40 marks) Answer Booklet 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 = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)

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

“Leadership is the art of getting someone else to do something you want done because he want to do it.” -Dwight D. Eisenhower

1. a. Based on Dwight D. Eisenhower quoted, define leadership based on your understanding. (2 Marks)
- b. Briefly explain **FOUR (4)** elements of leadership. (8 Marks)
2. Any kind of business, human resources is the most powerful sources. How to attract outstanding personnel, how to make full use of employees“ abilities and potentials in order to help achieve the organizational objectives are the questions that every leader should take into consideration.
 - a. Differentiate between job description and job specification. (4 Marks)
 - b. Explain the significance or staff training. (6 Marks)
3. a. Define training method in capacity of kitchen operation. (2 Marks)
- b. Point out the mechanisms that useful for problem solving during kitchen operation. (8 Marks)
4. Based on Maslow’s Hierarchy Theory, there are few components referring Maslow’s needs theories. Therefore, justify the pyramid and give the example of the methods. (10 Marks)
5. a. Explain Deming’s 14 point system that is used by companies to help increase quality. (14 marks)
- b. What is meant by quality in the food service system? (6 marks)

END OF PART A

PART B : ESSAY QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer **ALL** question. Write your answers in the Answer Booklet(s) provided.

1. Briefly explain **SIX (6)** characteristics of an open system and illustrate a diagram showing the flow of an open system.

(20 Marks)

2. The food industry deals with highly sensitive products whereby one of the key reasons behind maintaining quality standards and adhering to quality requirements, which are imperative for players in the food industry. Consequently, elaborate your statement how the company's profits could go crashing down the hill in a way quality control measures highly necessary for brands dealing in food products.

(20 Marks)

END OF EXAM PAPER