

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 : **FBS1104 Food and Beverage Operations**
Semester & Year : September – December 2019
Lecturer/Examiner : Mr Aidil Ikram Bin Abdullah
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. Service personnel should be skilled in carrying two and three plate carrying techniques. List down the steps of three plates carrying and serving techniques in sequence from the beginning until the end of the service.
(10 Marks)
2. List down the steps of laying table cloth on the table in sequence from beginning till the end.
(10 Marks)
3. As the Restaurant Supervisor of the day, you will be conducting the Pre- Service Briefing before the Upper Eastside Cafe is open for operation.
List **TEN (10)** points which you will discuss with the service team during that briefing.
(10 Marks)
4. Menu is a list of food and beverage items which are served according to the guest order. If you are the waiter or server then you should know some basic points to present the menu and taking food and beverage orders correctly.
 - a) List **FIVE (5)** points of presenting the menu to the guest (5 Marks)
 - b) List **FIVE (5)** points of taking food and beverage orders (5 Marks)
5. 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)

END OF PART B

PART C : ESSAY QUESTION (20 MARKS)

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

Restaurant managers have different duties depending on where they work.

EXPLAIN the role of a manager in a restaurant, using examples of daily planning, leading, organizing and controlling duties.

(20 Marks)

END OF EXAM PAPER