



**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 : **HOS0102 FUNDAMENTAL OF HOSPITALITY, TOURISM AND SERVICES**
Semester & Year : September - December 2023
Lecturer/Examiner : Nabila Mohd Yunus
Duration : 2 Hours

INSTRUCTIONS 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) : Short answer questions. Answers are to be written in the 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 =7 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (80 MARKS)

INSTRUCTION(S) : Short answer questions. Answer **ALL** questions in the Answer Booklet(s) provided.

QUESTION 1

Define the following terms:

- a) Shopper (1 mark)
- b) Haute cuisine (1 mark)
- c) FIFO (1 mark)
- d) CEO (1 mark)
- e) Roux (1 mark)

QUESTION 2

Identify **FIVE (5)** sectors of the Hospitality and Tourism Industries. (5 marks)

QUESTION 3

Determine the difference between *hotel amenities* and *hotel facilities*. Provide example for each. (4 marks)

QUESTION 4

Identify **SEVEN (7)** steps to take in table service. (7 marks)

QUESTION 5

Briefly explain the main characteristics of each of the following kinds of restaurants with example :

- a) Celebrity Owned (3 marks)
- b) Theme Restaurants (3 marks)
- c) Ethnic Restaurants (3 marks)

QUESTION 6

In a large hotel, there are several kinds of bars. State **FOUR (4)** of these bars. (4 marks)

QUESTION 7

Identify **FOUR (4)** responsibilities of an event planner. (4 marks)

QUESTION 8

Describe the responsibilities of a restaurant's front of the house and back of the house. (4 marks)

QUESTION 9

Identify **SIX (6)** factors to consider when planning a menu. (6 marks)

QUESTION 10

Describe the responsibilities of the following positions in the Brigade de Cuisine:

- a) Garde Manger (2 marks)
- b) Pâtissier (2 marks)
- c) Saucier (2 marks)
- d) Rotisseur (2 marks)

QUESTION 11

Explain **FIVE (5)** duties commonly performed in front desk operations. (10 marks)

QUESTION 12

Describe **FIVE (5)** ways on how technology can improve the hotel guest experience. (10 marks)

QUESTION 13

Distinguish between a *tourist* and an *excursionist* with example for each. (4 marks)

END OF EXAM PAPER