

**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 : **HOS0112 Insight of Hospitality and Restaurant Operations**
Semester & Year : September – December 2023
Lecturer/Examiner : Siti Fariza Muhamad Amin
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:**
PART A (20 marks) : TWENTY (20) multiple choice questions. Shade your answers in the Multiple Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (80 marks) : EIGHT (8) short answer type of questions. Write your answer(s) in the answer booklet provided.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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 = 6 (Including the cover page)

PART B

: SHORT ANSWER TYPE OF QUESTIONS.

(80 MARKS)

INSTRUCTION(S)

: Answer EIGHT (8) questions. Write your answer(s) in the answer booklet provided.

1. Look at the diagram below and list out **FIVE (5)** personal behaviors that can contaminate food. (10 marks)



2. Name the process and list out each process in sequence based on the diagram below. (10 marks)



3. Define the following styles of service. (10 marks)
- a) Over the counter
 - b) Drive-through
 - c) Cafeteria
 - d) Buffet
 - e) Seated
4. Draw and name any **FOUR (4)** styles of meetings that usually set in the hotel. (10 marks)
5. Describe **FIVE (5)** trends in hotel industry. (10 marks)
6. Differentiate between moist heat and dry heat by giving **FIVE (5)** method of cooking for each. (10 marks)
7. Identify **TEN (10)** method of cooking. (10 marks)
8. Draw basic table setting with complete label for each item. (10 marks)

END OF EXAM PAPER