

**THEORY FINAL EXAMINATION**

Student ID : 

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Student Name : \_\_\_\_\_

Subject Code & Name : Food and Beverage Operation  
Semester & Year : Final, 2021  
Trainer/Examiner : Elaine Lai  
Duration : 1 Hour

**INSTRUCTIONS TO CANDIDATES**

1. Students are required to answer **ALL QUESTIONS** in the answer sheet.
2. All answers should be written in **blue/black ink ballpoint or electronically type**
3. Marks will not be given if unclear or lack of neatness and poor presentation
4. Candidates are not allowed to refer to any materials including digital sources during the test.
5. Candidates are **NOT** allowed to circulate digitally or manually or examination material during or after the examination period.

**WARNING:** ECglobal Academy 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 ECglobal Academy.

**PART A – MULTIPLE CHOICES QUESTIONS (10 Marks)**

**Circle the correct answer.**

1. Food poisoning bacteria will multiply readily between?

- A. -18 degree Celsius to 0 degree Celsius
- B. 0 degree Celsius to 5 degrees Celsius
- C. 5 degrees Celsius to 63 degrees Celsius
- D. 63 degrees Celsius 90 degrees Celsius

2. What is an example of a carbonate drink?

- A. Soft Drink
- B. A bottle of Orange Juice
- C. Espresso
- D. Stilled Water

3. Drinks that taste like mixed drinks but contain no alcohol are called ...

- A. Coolers
- B. Mocktail
- C. Smoothies
- D. Spirits

4. What is the **MOST Appropriate** procedure guest arriving at the restaurant?

- A. Wait until they ask for a help
- B. Let them find free tables themselves
- C. Point to the table and let them go first
- D. Greet them and usher them to the table

5. What is the appropriate personal hygiene practice?

- A. Wearing a hat in the kitchen
- B. Washing your hands
- C. Taking jewelry off before working
- D. All the above

6. These are the example of spirits except

- A. Brandy
- B. Vodka
- C. Tequila
- D. Beer

7. Different service systems require different staff skills, though many may overlap. Which one of the following requires the **most** specialized service skills?

- A. Buffet service
- B. Silver Service
- C. Self service
- D. Counter service

8. When a hotel guest complains of poor service it is advisable for a supervisor to

- A. Ask the guest to speak to the manager
- B. Apologize to the guest and speak to the staff concerned
- C. Apologize to the guest and try to offer a reasonable solution
- D. Tell the guest that the matter will be reported to the manager

9. Which of the following is the characteristics of the VOICE?

- A. Pitch / Tone
- B. Rhythm & Volume
- C. Speed & Articulation
- D. All the above

10. Which of the following is a closed questioned?

- A. Is this restaurant new?
- B. What do they serve in this restaurant?
- C. Where is this new restaurant located?
- D. Who is their targeted customer?

## **PART B – SHORT ANSWER QUESTIONS (20 Marks)**

1. Name two conditions that stops you from listening? (4 Marks)

- a) \_\_\_\_\_
- b) \_\_\_\_\_

2. List 2 channels that can contribute to non-verbal communication (4 Marks)

- a) \_\_\_\_\_
- b) \_\_\_\_\_

3. List down **two (2)** types of tableware for a casual dining. (4 Marks)

a) \_\_\_\_\_

b) \_\_\_\_\_

4. List three (4) GUEST expectations when patronizing in a restaurant. (8 Marks)

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

**END OF QUESTIONS**