

FINAL EXAMINATIONStudent ID :

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Student Name : _____

Subject Code & Name : Food & Beverage Service
Semester & Year : Final Test 2022
Lecturer/Examiner : Cheryl Yang
Duration : 1 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of TWO (2) section questions:
 - i. Students are required to answer ALL SECTIONS.
2. Study the "REQUIRED" section of each question carefully. Then extract the data required for your answers from the information supplied.
3. Write your answers in blue or black ink/ballpoint. You can only use pencil for graphs, charts, diagrams, etc.
4. Begin your answer to each question on a new page.
5. All answers must be correctly numbered but need not be in numerical order.
6. Workings must be shown.
7. You may use a calculator provided the calculator gives no printout, has no word display facilities, is silent and cordless. The provision of batteries and their condition is your responsibility.
8. Marks may be lost through lack of neatness and poor presentation
9. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
10. 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.

WARNING:	EC Global 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 EC Global Academy.
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Total Number of pages = 12 (Including the cover page)

SECTION A: (30 Marks)

ANSWER ALL QUESTIONS.

1. Hotel is divided into two (2) main centres. Food & Beverage is under

- A. Operation centre
- B. Cost centre
- C. Internal centre
- D. Revenue centre

1 mark

2. Based on the answers below, which division is **NOT** under Food & Beverage?

- a) All-day-dining
 - b) Stewarding
 - c) Sales
 - d) Finance
-
- A. a and b
 - B. b and c
 - C. c and d
 - D. All of the above

1 mark

3. Who are your internal customers?

- a) Kitchen
 - b) Engineering
 - c) Chinese Restaurant
 - d) Dato Awang
-
- A. a, b and c
 - B. a, b and d
 - C. d
 - D. b

1 mark

4. What are service personnel responsible for?

- A. Eat and drink.
- B. Handle customer request directly, prepare and serve.
- C. Handling customer request directly and produce products required.
- D. Supporting service and kitchen need.

1 mark

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5. Which of the following best defines as a *table d'hote* menu?
- A. The menu varies each day on a weekly rotation
 - B. The menu specials are displayed daily on a board
 - C. The menu includes a variety of individually priced dishes
 - D. The menu has a set number of courses with limited choice
- 1 mark
6. What is the **main** reason staff should wear minimum amount of jewellery?
- A. To maintain good look
 - B. To maintain personal hygiene
 - C. To avoid distracting customers
 - D. To meet organization standards
- 1 mark
7. The **most** important reason for protective clothing to be worn during preparation of the restaurant for service is
- A. To make sure all staff feel more comfortable
 - B. To reduce the risk of a cross-contamination
 - C. To make sure all staff have similar appearance
 - D. To prevent the staff's own clothes from getting dirty
- 1 mark
8. What are the responsible of a waiter?
- a) Cook
 - b) Welcome and greet
 - c) Takes and serves food and beverage
 - d) Set up table
- A. a and b
 - B. a, b and c
 - C. b, c and d
 - D. All of the above
- 1 mark
9. What is personal hygiene?
- a) Brush teeth at least twice a day
 - b) Shower daily
 - c) Wash hand regularly
 - d) Use deodorant
- A. a only
 - B. b and c
 - C. a, b and c
 - D. All of the above
- 1 mark
-

10. What is considered as a time for suggestive selling when the waiter is presenting the menu to the customer?

- A. Waiters are sales people as well as service people
 - B. Waiter must also know the details of the daily specials
 - C. At no other time does the waiter have so much of the guests' attention, and it is an opportunity not to be missed
 - D. The waiter has the opportunity actively to sell items on the menu, and 'specials' and side dishes which may not be on it
- 1 mark

11. What should the waiter do when customers are not sure what to order from the menu?

- A. Wait for the customers to order eventually
 - B. Recommend other restaurants and give direction
 - C. Recommend popular item or chef's special of the day
 - D. Encourage the customers to order outside foods to be delivered to the restaurant
- 1 mark

12. A party of elderly ladies arrives at the restaurant.
What is the **correct** procedure for showing them to a table?

- 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
- 1 mark

13. Below are the steps of hand washing? Which step is false?

- a) Apply soap.
- b) Wash hand for more than 10 minutes.
- c) Wet hand under warm running water.
- d) Rub hands together for 20 seconds, up to elbow.
- e) Wash backs of hands, wrists, between fingers and under finger nails.
- f) Rinse hands well under running water.
- g) Dry hands thoroughly with paper towel or hand dryer.
- h) Turn off running water with a paper towel. NOT bare hands.

- A. a only
- B. b only
- C. e and f
- D. b and d

1 mark

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

- A. Coolers
- B. Mocktail
- C. Smoothies
- D. De alcohol spirits

1 mark

15. The definition of the term '*mise-en-place*'?

- A. Pre-service
- B. A type of restaurant menu
- C. The term of restaurant menu
- D. The degree of cooking for a steak

1 mark

16. What is F.I.F.O stand for?

- A. Fast In Furious Out
- B. First In First Out
- C. First In Fist Out
- D. First In Fast Out

1 mark

17. Plain cutlery and flatware is more popular because

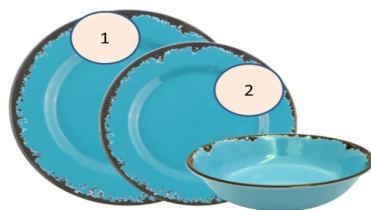
- A. Unique
- B. Expensive
- C. Simple and nice decoration
- D. Cheap and easily replaceable

1 mark

18. What are the dos and don'ts for grooming?

- A. Be well groom and don't have a pleasant body odour.
- B. Always wear clean, washed, starched, and ironed uniform and don't have dirty hands and fingernails.
- C. Do have a good breath and don't wear clean uniform.
- D. Do wear polished shoes and don't have good food smell.

1 mark



19. According to illustration above, what is the item number one (1) and two (2)?

- A. BB plate and side plate
- B. Dinner plate and luncheon plate
- C. Luncheon plate and BB plate
- D. Show plate and side plate

1 mark



20. According to illustration above, which type of cutlery is used for Chicken Maryland?

- A. 2 & 1
- B. 2 & 3
- C. 2 & 4
- D. None of the above

1 mark



21. According to illustration above, what is the name of the glassware used for the drink?

- A. Highball glass
- B. Cocktail glass
- C. Old fashioned glass
- D. Pilsner glass

1 mark



22. According to illustration above, what are the preparations you need to prepare for your side station before shift starts?
- A. Sufficient par stocks of the whole restaurant's inventory
 - B. Arrange clean necessary table setting cutleries, table wares, toothpicks, tomato & chilli sauce, serviettes, table napkins, ice water, serving tray, wiping cloths and sanitizer.
 - C. Keep all soiled plates in the station.
 - D. Arrange only coffee cups, plates and cutleries.
- 1 mark
23. What is communication skill?
- A. Art of transmitting **INFORMATION, IDEAS & ATTITUDES** from one person to another.
 - B. Art of transmitting **INFORMATION, GOSSIPS & ATTITUDES** from one person to another.
 - C. Art of transmitting **INFORMATION, IDEAS & BODY LANGUAGE** from one person to another.
 - D. Art of transmitting **NEWS, IDEAS & ATTITUDES** from one person to another.
- 1 mark
24. You are in the midst of clearing plates; you overheard guests saying that they feel like eating dessert. After clearing the plates, you immediately bring the dessert menu over to the guests and recommended chef's dessert of the day. What skill you are using?
- A. Listening skill
 - B. Hearing skill
 - C. Observing skill
 - D. Asking skill
- 1 mark
25. Which of the following is always a feature of buffet service?
- A. Less choice of food, pre-plated, no staff to assist
 - B. Food cooked to order, personalized service, less cover
 - C. Selection of food to be packaged at the buffet, to eat off the premises
 - D. Selection of food, staff at the buffet to serve, speed service for large numbers
- 1 mark



26. Mr Albert has been seated in the restaurant for 5 minutes and he is posturing this body language. What do you understand by just looking at this type of body posture and what is your next action?

- A. Happy & you approach Mr Albert and chit chat with him.
- B. Sad & you run far away from Mr Albert table.
- C. Confused & you approach Mr Albert by offering assistance.
- D. Bored & you approach Mr Albert by telling him to go back.

1 mark

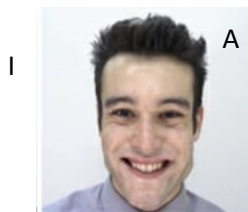
27. What is the **most** important reason for wearing correct footwear when working in the restaurant?

- A. Safety
- B. Comfort
- C. Uniform
- D. Appearance

1 mark

28. Match the correct smiles by putting the a, b, c in the box.

3 marks



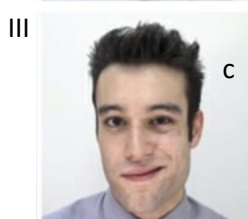
Dominance Smile

Dominance smiles, which they would interpret as negative and critical.



Reward Smile

Reward smiles, they reacted to that as approval.



Affiliative Smile

Affiliative smiles was closer to that of reward smiles — interesting

PART B – SHORT ANSWER QUESTIONS (30 Marks)

1. Identify **three (3)** grooming standards of male and female servers. (3 Marks)

1. _____
2. _____
3. _____

2. Briefly describe **two (2)** roles of banquet waiters. (4 Marks)

1. _____

2. _____

3. List down **three (3)** types of forks and spoons used in table service. (6 Marks)

Forks	Spoons
1	1
2	2
3	3

4. Name **three (3)** types of linen used in food and beverage. (3 Marks)

1. _____
2. _____
3. _____

5. State **14 steps** sequence of guest service from start to end. (14 Marks)

END OF QUESTIONS