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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2015/2016**

COURSE NAME : PROFESSIONAL F & B SERVICE
COURSE CODE : BBK47203
**PROGRAMME : BACHELOR OF VOCATIONAL
EDUCATION**
EXAMINATION DATE : DECEMBER 2015 / JANUARY 2016
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

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- Q1** (a) Define the following:
- (i) Quality service
 - (ii) Quality guest service
- (4 marks)
- (b) Explain five (5) essential attributes of food and beverage service personnel.
- (10 marks)
- (c) Continuous quality service is vital to maintain a long-term relationships with the customers. Explain two (2) key points that need to be considered in managing ongoing quality service.
- (6 marks)
- Q2** (a) Napkin folding is a type of decorative folding done with a napkin. It is generally used as a table decoration in fine dining restaurants. State the purpose of napkin folding.
- (4 marks)
- (b) Please describe the following:
- (i) Mocktail
 - (ii) Centre piece
 - (iii) Table setting
- (6 marks)
- (c) Food plating is about the presentation of food to attract attention and increase the appetite of your diners. What is the basic elements of food plating?
- (10 marks)

- Q3** (a) A written set of customer service standards will not only provide a foodservice establishment with a set of goals, it also will set benchmarks that can be used to monitor and improve service standards. Explain five (5) characteristics of a good service standards.
(10 marks)
- (b) Briefly explain five (5) methods for training foodservice establishment staffs. Please provide relevant examples.
(10 marks)
- Q4** (a) Define the following:
(i) French service
(ii) Russian service
(iii) American service
(iv) English service
(8 marks)
- (b) Please compare the advantages and disadvantages between French service and Russian service.
(12 marks)
- Q5** (a) Food and beverage can be served with different style depending on the type of establishment. State four (4) types of banquet service.
(4 marks)
- (b) Describe the characteristics between each type of banquet service mentioned in (a) above.
(16 marks)

END OF QUESTIONS