

CONFIDENTIAL



UTHM

Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2017/2018**

COURSE NAME : INTRODUCTION TO HOSPITALITY
AND TOURISM

COURSE CODE : BBP 17303

PROGRAMME CODE : BBC

EXAMINATION DATE : DECEMBER 2017/ JANUARY 2018

DURATION : 2 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS

TERBUKA

THIS QUESTION PAPER CONSISTS OF FIVE (5) PAGES

CONFIDENTIAL

PART A

Caption table

Cashier	Convention Hotel	Casino Hotel	Boutique Hotel
Night Audit	Housekeeping	Public area	Laundry
Self-Operators	Airlines	Cart	Concierge
Hotel Bar	Chief Steward	Room service	Paper
Front of the house	Eatertainment	Buffet	Quick Service Restaurant

Q1 Match the answer given in the box with the question below

- a. The menu is simple but much wider variety.
- b. Each station offers different types of food.
- c. Also known as theme restaurant.
- d. The key responsibility of _____ is guest satisfaction on personal service.
- e. _____ main duty is taking money or charge slips from guests and giving change when the check is paid.
- f. Offer extensive meeting and function space including large ballrooms and exhibition areas.
- g. Gaming operations are the major revenue centers.
- h. Different in look and feel from traditional lodging properties.
- i. _____ are companies that operate their own food service operations.



- j. Transported food to the departure gates for the appropriate flights is part of the _____ food service system.
- k. Street vendor usually use _____ cart to operate the business.
- l. The _____ is a uniformed employee of the hotel who has his/her own separate desk in the lobby.
- m. A typical _____ shift would be between 11 pm to 7 am.
- n. The _____ main role is to provide clean and serviced bedrooms on a daily basis to the agreed standards.
- o. _____ housekeeper main responsibility is maintaining the cleanliness in public areas such as lobby, restrooms, coffee house, banquet areas and others.
- p. _____ area priority is providing clean and pressed linen that are needed in other areas such as bed sheet, bath towel, napkins and table clothes.
- q. _____ allow guest to relax and socialize for business or pleasure purpose.
- r. The _____ is responsible to the cleanliness and sanitation of the back of the house.
- s. _____ refers to all service to hotel guest rooms including the dining experience in the room with quality food and beverage service.
- t. Materials that can be recycle includes metal, glass and _____.

TERBUKA

PART B

- Q2 List **THREE (3)** criteria of motel. (3 marks)
- Q3 (a) Identify **TWO (2)** types of resort. (4 marks)
- (b) List **THREE (3)** characteristic of resort. (6 marks)
- Q4 (a) State **FIVE (5)** common menu items of fast food. (5 marks)
- (b) List **THREE (3)** examples of convenience food. (3 marks)
- Q5 Identify **THREE (3)** characteristic of theme restaurant? (6 marks)
- Q6 Give **THREE (3)** examples of chain restaurant system's tagline. (3 marks)
- Q7 List **FIVE (5)** most believed sources of health and nutrition information. (5 marks)
- Q8 Verify **THREE (3)** main challenges facing by food service retailers? (3 marks)
- Q9 Identify **TWO (2)** today's trends in hospitality industry. (2 marks)

TERBUKA

Q10 List all types of hotel based on the following classification:

- a) Price
- b) Function
- c) Location
- d) Market segment
- e) Others

(10 marks)

Q11 a) Briefly explain **TWO (2)** main function of:

- i. Front Office
- ii. Reservation System

(4 marks)

b) State the **THREE (3)** considerations that need to be considered by receptionist during guest check out.

(6 marks)

Q12 a) Verify **FIVE (5)** institutional food service with example

(10 marks)

b) Verify **FIVE (5)** major brigades in kitchen.

(10 marks)

- END OF QUESTIONS -

TERBUKA