



UTHM

Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION SEMESTER I SESSION 2018/2019

COURSE NAME : INTRODUCTION TO HOSPITALITY
AND TOURISM

COURSE CODE : BBP 17303

PROGRAMME : BBC

EXAMINATION DATE : DECEMBER 2018/JANUARY 2019

DURATION : 2 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF FIVE (5) PAGES

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PART A

INSTRUCTION

Answer **ALL** questions in the **ANSWER BOOKLET** provided.

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

(20 arks)

- Q1.** The menu is simple but much wider variety.
- Q2.** Each station offers different types of food.
- Q3.** Also known as theme restaurant.
- Q4.** The key responsibility of _____ is guest satisfaction on personal service.
- Q5.** _____ main duty is taking money or charge slips from guests and giving change when the check is paid.
- Q6.** Offer extensive meeting and function space including large ballrooms and exhibition areas.
- Q7.** Gaming operations are the major revenue centers.
- Q8.** Different in look and feel from traditional lodging properties.
- Q9.** _____ are companies that operate their own food service operations.
- Q10.** Transported food to the departure gates for the appropriate flights is part of the _____ food service system.


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- Q11.** Street vendor usually use _____ cart to operate the business.
- Q12.** The _____ is a uniformed employee of the hotel who has his/her own separate desk in the lobby.
- Q13.** A typical _____ shift would be between 11 pm to 7 am.
- Q14.** The _____ main role is to provide clean and serviced bedrooms on a daily basis to the agreed standards.
- Q15.** _____ housekeeper main responsibility is maintaining the cleanliness in public areas such as lobby, restrooms, coffee house, banquet areas and others.
- Q16.** _____ area priority is providing clean and pressed linen that are needed in other areas such as bed sheet, bath towel, napkins and table clothes.
- Q17.** _____ allow guest to relax and socialize for business or pleasure purpose.
- Q18.** The _____ is responsible to the cleanliness and sanitation of the back of the house.
- Q19.** _____ refers to all service to hotel guest rooms including the dining experience in the room with quality food and beverage service.
- Q20.** Materials that can be recycle includes metal, glass and _____.

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PART B

INSTRUCTION

Answer **ALL** questions. Use the **ANSWER BOOKLET** provided.

- Q21** List **THREE (3)** criteria of motel. (3marks)
- Q22.** (a) Identify **TWO (2)** types of resort. (4 marks)
- (b) List **THREE (3)** characteristic of resort. (6marks)
- Q23.** (a) State **FIVE (5)** common menu items of fast food. (5 marks)
- (b) List **THREE (3)** examples of convenience food. (3marks)
- Q24.** What are the **THREE (3)** characteristic of theme restaurant? (6marks)
- Q25.** Give **THREE (3)** examples of chain restaurant system's tagline. (3marks)
- Q26.** List **FIVE (5)** most believed sources of health and nutrition information. (4marks)
- Q27.** What are the **THREE (3)** main challenges facing by food service retailers? (3marks)
- Q28.** Identify **TWO (2)** today's trends in hospitality industry. (2 marks)

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PART C

INSTRUCTION

Answer **ALL** questions in the **ANSWER BOOKLET** provided.

Q29. List all types of hotel based on the following classification:

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

(10 marks)

Q30. a) Briefly explain **TWO (2)** main function of:
Front Office

- i. Reservation System

(4 marks)

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

(5 marks)

Q31. a) Identify **FIVE (5)** institutional food service. Give example.

(10 marks)

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

(10 marks)

END OF QUESTION

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