



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING & ACCOMMODATION MANAGEMENT (DCAM A09)

## FOOD & BEVERAGE SERVICE & SALES THEORY

END OF SEMESTER II EXAMS

**SERIES:** APRIL/MAY 2010

**TIME:** 2½ HOURS

### INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.
4. All questions in Section **B** carry equal marks.
5. Cheating leads to **DISQUALIFICATION**.
6. Switch Off your Mobile Phones.
7. ALL Answers should be written in Answer Booklet provided.
8. Follow **ALL** Examination Rules.

**SECTION A**  
**Compulsory (30 Marks)**

**QUESTION ONE**

- (a) Define the term menu. **(4 Marks)**
- (b) Explain **THREE** importance of a menu to a waiter. **(6 Marks)**
- (c) Discuss **FIVE** advantages of pre-planned menus. **(10 Marks)**
- (d) Define the term breakfast and give **TWO** types of breakfast. **(2 Marks)**
- (e) List **SIXTEEN** items found on a FULL English Breakfast Cover. **(8 Marks)**

**SECTION B**

Answer ANY **TWO** Questions from this Section.

**QUESTION TWO**

- (a) Outline **FOUR** items found outside the menu structure. **(4 Marks)**
- (b) List **SIX** common menu design mistakes. **(6 Marks)**
- (c) Discuss **FIVE** points to consider when structuring menus. **(10 Marks)**

**QUESTION THREE**

- (a) Define the term beverage and state its classification. **(4 Marks)**
- (b) State the difference between setting a tray for breakfast service and a table for breakfast service. **(6 Marks)**
- (c) Discuss the role of beverages in the diet. **(10 Marks)**

**QUESTION FOUR**

- (a) List **THREE** constituents of coffee. **(10 Marks)**
- (b) outline **FOUR** characteristics of good coffee. **(4 Marks)**
- (c) Explain **FOUR** points to consider in the storage of coffee. **(4 Marks)**
- (d) Discuss the causes of the following faults in coffee making.  
  - (i) Weak coffee
  - (ii) Bitter coffee**(9 Marks)**

**QUESTION FIVE**

- (a) State the covers and accompaniments for the following dishes:  
  - (i) Tomato juice **(5 Marks)**
  - (ii) Chilled melon **(5 Marks)**

- (b) Cheese differs from each other due to four major reasons. Give these **FOUR** reasons. **(4 Marks)**
- (c) Give the information that should be found in a bill presented to a customer at the end of a meal. **(6 Marks)**