



# 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 answers should be written in the Answer Booklet provided
5. Follow all examination rules.

## SECTION A

(COMPULSORY - 30 Marks)

### QUESTION ONE

- (a) Explain each of the following terminologies:
- (i) Accompaniments **(2 Marks)**
  - (ii) A cover **(2 Marks)**
  - (iii) Luncheon **(2 Marks)**
  - (iv) Cocktail Party **(2 Marks)**
  - (v) Banquet **(2 Marks)**
- (b) Give the most suitable accompaniments for the following dishes:
- (i) Consommé Julièunne **(1 Mark)**
  - (ii) Marble Cake **(1 Mark)**
  - (iii) Beef Curry **(1 Mark)**
  - (iv) Cocktail **(1 Mark)**
  - (v) Roasted Chicken **(1 Mark)**
- (c) List covers for the following dishes:
- (i) Consommé Soup
  - (ii) Omelette
  - (iii) Grilled Tilapia
  - (iv) Roast Beef
  - (v) Irish Potatoes
- (10 Marks)**
- (d) Outline **FIVE (5)** social skills that a waiter should exhibit during meal service. **(5 Marks)**

## SECTION B

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

### QUESTION TWO

- (a) How would a waiter detect that a guest is ready for placing an order. **(2 Marks)**
- (b) Outline the procedure for order-taking by a waiter? **(8 Marks)**
- (c) Identify **FOUR** important information a waiter is expected to include in the order pad. **(2 Marks)**
- (d) Write out an order for the following special food checks:
- (i) Accident
  - (ii) Retour

- (iii) Supplement
- (iv) Suivant

**(8 Marks)**

**QUESTION THREE**

- (a) Discuss Table d'hôte and A la carte menus. **(6 Marks)**
- (b) Explain the difference between English breakfast and continental breakfast. **(4 Marks)**
- (c) Write out **TWO** examples of Dinner Menus and Luncheon Menus each of 3 course. **(10 Marks)**

**QUESTION FOUR**

- (a) Give **FIVE** forms in which tea can be purchased. **(5 Marks)**
- (b) Discuss **NINE** general rules to be observed when making tea. **(9 Marks)**
- (c) State **FIVE** general rules of service squashes from the bar. **(5 Marks)**
- (d) List **TWO** qualities of a good cup of tea. **(1 Mark)**

**QUESTION FIVE**

- (a) State **TWO** functions of the following service equipment.
  - (i) Service plate
  - (ii) Service cloth
  - (iii) Service salver**(6 Marks)**
- (b) Discuss the following styles of service.
  - (i) Silver style of service
  - (ii) Buffet style of service**(10 Marks)**
- (c) Give **FOUR** foods which are offered to the guests from the RIGHT hand side in both silver and plate service. **(2 Marks)**
- (d) Explain the term, "Uneridou preparation". **(2 Marks)**