



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***FACULTY OF BUSINESS AND SOCIAL STUDIES***

**DEPARTMENT OF HOSPITALITY AND TOURISM**

**DIPLOMA IN HOTEL MANAGEMENT**

**(DHM J10)**

## **FOOD & BEVERAGE SERVICE & SALES THEORY**

**END OF SEMESTER I EXAMS**

**SERIES:** APRIL/MAY 2010

**TIME:** 2 HOURS

### **Instructions**

1. This paper consists of **TWO** Section A & B.
2. Section A is **COMPULSORY**. Answer **ALL** Questions.
3. Answer **ANY TWO** Questions from Section B.

**SECTION A**  
**(Compulsory)**

**QUESTION ONE**

- (a) State the difference between the following pairs of equipment and linen.
- (i) Slip cloth & table cloth
  - (ii) Tea cup and coffee cup
  - (iii) Teaspoon and coffee spoon
  - (iv) Fish slice and a turner
  - (v) Wire glass and water glass (10 Marks)
- (b) List **FIVE** materials used in the manufacture of food and beverage service table ware giving **ONE** example of equipment in each case. (10 Marks)
- (c) State from which side of the guest the following foods would be served in plate style of service.
- (i) A glass of juice
  - (ii) Tea item
  - (iii) Cream of tomato soup
  - (iv) Bread rolls
  - (v) Fruit salad
  - (vi) Coffee
  - (vii) A glass of cocktail
  - (viii) Avocado pear
  - (ix) A slice Pineapple
  - (x) Oxtail soup (10 Marks)

**SECTION B**

(Answer ANY **TWO** Questions this Section.)

**QUESTION TWO**

- (a) List **TEN** pre-service duties to be carried out in the food and beverage service area. (10 Marks)
- (b) Outline the crumbing down procedure. (10 Marks)

**QUESTION THREE**

Discuss the following attributes of food and beverage service personnel:

- (i) Local knowledge
- (ii) Knowledge of food and drink
- (iii) Memory
- (iv) Punctuality
- (v) Loyalty (20 Marks)

#### **QUESTION FOUR**

Discuss how the following needs would be met by the food and beverage service industry.

- (i) Physiological needs
- (ii) Economical needs
- (iii) Social needs
- (iv) Psychological needs
- (v) Convenience

(20 Marks)

#### **QUESTION FIVE**

Explain and give **TWO** uses of the following service equipment.

- (i) Silver salver
- (ii) Service cloth
- (iii) Side plate
- (iv) Glass/tumbler
- (v) Service plate
- (vi) Dessert spoon
- (vii) Small knife
- (viii) Small fork
- (ix) Table knife
- (x) Fish knife

(20 Marks)