



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

FACULTY OF BUSINESS AND SOCIAL STUDIES

DEPARTMENT OF HOSPITALITY AND TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
(DCAM A09)

FOOD & BEVERAGE SERVICE & SALES THEORY

END OF SEMESTER II EXAMINATIONS

SERIES: APRIL/MAY 2010

TIME: 2½ HOURS

Instructions

1. This paper consists of **TWO** Sections **A & B**.
Answer **ALL** Questions in Section **A**.
Answer **TWO** Questions in Section **B**.
2. ALL Answers should be written in Answer Booklet provided.
3. 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 Julienne (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 respectively. **(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 of 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, “Gueridon preparation”. **(2 Marks)**