



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***  
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF TECHNOLOGY IN HOTEL & HOSPITALITY MANAGEMENT

**BHH 4102: FOOD AND BEVERAGE SERVICE & SALES**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2015

**TIME:** 2 HOURS

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

*This paper consists of Two printed pages*

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**SECTION A (Compulsory)**

**QUESTION 1**

- a) Outline **TEN** general points that should be put in consideration when purchasing equipment for a food and beverage service area. **(10 marks)**
- b) State **SIX** basic technical waiting skills that are necessary in a food and beverage service operations. **(6 marks)**
- c) Briefly explain main service areas in a large hotel. **(10 marks)**
- d) Provide definition for the following terms as they are used in food and beverage establishment.
- i) Stillroom
  - ii) Cocktail **(4 marks)**

**SECTION B (Answer any TWO questions)**

**QUESTION 2**

Examine general factors that affects customers choice of meal experience. **(20 marks)**

**QUESTION 3**

a) Outline factors that determines how food and beverage service may be carried out in a hotel operation. **(7 marks)**

b) Discuss current trends in eating out. **(13 marks)**

**QUESTION 4**

Using a typical organization chart of a large hotel of your choice, determine duties and responsibilities of different personnel in the establishment showing flow of authority and position. **(20 marks)**

**QUESTION 5**

Provide examples and a brief description of different types of food service operations. **(20 marks)**