



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT
(CCAM)

BHC 1107: FOOD AND BEVERAGE SERVICE THEORY II

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: MARCH 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Three printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Define the following terms as used in food and beverage service:
- i) Menu
 - ii) Mis en place
 - iii) Cover
 - iv) Cruets/manager
 - v) Service salver
- (2 marks each)**
- b) Discuss **FIVE** food and beverage service areas and their equipment. **(10 marks)**
- c) Outline any **FIVE** qualities of a good food and beverage personnel. **(5 marks)**
- d) State any **FIVE** types of napkin folds. **(5 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Explain the procedure/steps of serving wine. **(14 marks)**
- b) What wines would you serve when you serve the following main dishes and why:
- i) Beef stronganoff
 - ii) Grilled chicken in white sauce
 - iii) When the guest is not sure what to accompany the meal. **(6 marks)**

QUESTION 3

- a) Differentiate between the following:
- i) Continental and English breakfast **(4 marks)**
 - ii) American service and cafeteria service. **(4 marks)**
 - iii) Full board and bed and breakfast **(2 marks)**
- b) Outline any **TEN** negative attitudes that food and beverage personnel should avoid in service. **(10 marks)**

QUESTION 4

- a) State **TWO** functions of the following food and beverage staff:
- i) Waiter/waitress
 - ii) Barista
 - iii) Barman
 - iv) Restaurant manager **(10 marks)**

b) Explain **FIVE** benefits of waiting staff wearing a uniform. **(10 marks)**

QUESTION 5

a) State any **FIVE** uses of a service server. **(5 marks)**

b) Briefly describe the process of welcoming a guest to a table. **(5 marks)**

c) Explain with examples **FIVE** categories of alcoholic beverages. **(10 marks)**