



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM S14)

BHC 2102: INTRODUCTION TO FOOD AND BEVERAGE SERVICE

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 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) Draw an organization chart for a medium hotel. (10 marks)
- b) Identify different types of restaurant equipment and their use. (10 marks)
- c) Discuss **FIVE** interpersonal skills to look for when hiring a Restaurant Manager. (10 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Identify **FOUR** beverage staff in food and beverage service. (4 marks)
- b) Discuss and influences of trends in food and beverage operation. (16 marks)

QUESTION 3

- a) Distinguish between;
 - i) Bistro Vs Brasserie
 - ii) Physiological Vs psychological needs
 - iii) Chef de rang Vs Commis de rang
 - iv) Slip cloth Vs Waiters cloth
 - v) Sideboards Vs Tables (10 marks)
- b) Explain **FIVE** of the customer needs in food and beverage service. (10 marks)

QUESTION 4

- a) Various factors influence the meal experience in a food and beverage outlet. Explain **FIVE** of these factors. (10 marks)
- b) Discuss the evolution of the food and beverage industry. (10 marks)

QUESTION 5

- a) Identify **TEN** general points to be considered when purchasing equipment for food and beverage service. (10 marks)
- b) Describe **FIVE** examples of food and service operations. (10 marks)