



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

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)**