



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM S14)

BHC 2107: FOOD AND BEVERAGE SERVICE & SALES THEORY

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 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) State **THREE** types of tableware equipment in a 1st class restaurant. **(3 marks)**
- b) Explain any **THREE** responsibilities for food and beverage service staff to observe regarding Health and Safety Work Act. **(6 marks)**
- c) List any **TEN** folds of guest napkins commonly used in a 5-Star hotel. **(5 marks)**
- d) Explain the following dishes found in classic menu in a five-star hotel:
i) Hors-d'oeuvre
ii) Entrées
iii) Sorbets **(6 marks)**
- e) Identify the **FOUR** most commonly used aerated waters served from a non-alcoholic dispense bar. **(4 marks)**
- f) Explain **THREE** reasons why simple folds of guest napkins are better than the complex ones. **(6 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) "In law, hygiene is your personal responsibility, you could be prosecuted if a customer suffers through your failure to maintain good standards of hygiene". Describe any **FIVE** hygiene rules to support the above statement. **(10 marks)**
- b) As a head waiter of a five-star restaurant, you are incharge of training, explain to your newly employed waiters the following considerations when compiling a table d'hote menu:
i) Language
ii) Balance
iii) Colour
iv) Food value
v) Supplies **(10 marks)**

QUESTION 3

- a) Briefly describe the **FIVE** classification of the non-alcoholic beverages served dispense bar. **(10 marks)**
- b) Explain any **FIVE** considerations when selecting sideboards for the food and beverage outlet in a five-star hotel. **(10 marks)**

QUESTION 4

- a) Describe the **FIVE** uses of service plate. **(10 marks)**
- b) Explain the following teas served in most 1st class hotels.
- i) Russian
 - ii) Iced
 - iii) Indian
 - iv) Multi-pot
 - v) Herbal
- (10 marks)**

QUESTION 5

- a) Explain any **FIVE** food items would normally be dispensed from the still-room. **(10 marks)**
- b) Describe any **FIVE** most commonly used linen in a restaurant. **(10 marks)**