



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM M14)

BHC 2107: FOOD AND BEVERAGE SERVICE AND SALES THEORY I

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 Two printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

Using well labelled diagrams illustrate how to set up the following:

a) Basic set up for a la carte menu. **(10 marks)**

b) Basic set up for a table d' hôtel menu. **(20 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

Using a well labelled diagram illustrate how to set up for a full breakfast. **(20 marks)**

QUESTION 3

a) List down **FOUR** types of napkin folds. **(4 marks)**

b) Explain **FOUR** characteristics of an la carte menu. **(8 marks)**

c) Discuss **FOUR** main methods of order taking of food and beverage in a restaurant. **(8 marks)**

QUESTION 4

a) List down the **TEN** steps to follow when handling rejected/returned food by a guest in a restaurant. **(10 marks)**

b) State what glassware is used to serve the following common drinks and how they are served. **(10 marks)**

- i) Brandy
- ii) Whiskey
- iii) Gin
- iv) Vodka

QUESTION 5

Explain the steps taken in serving a couple who have come to dine at the restaurant you are working in. the restaurant is serving a three course meal: soup, main dish and dessert. **(20 marks)**