



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT

**BHC 2102: INTRODUCTION TO FOOD AND BEVERAGE SERVICE & SALES**

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) Define the following terms as used in a food service operation
- i) Menu
  - ii) Cover
  - iii) Mise en place
  - iv) Condiments
  - v) Crumbling down (2 marks each)
- b) State the **FIVE** tools of trade used by a food and beverage waiter. (5 marks)
- c) Explain **FIVE** service areas in a food service operation highlighting on the provisions and equipments found in each if any. (10 marks)
- d) List any **FIVE** factors as to why there has been considerable growth in the use of disposables/throw aways. (5 marks)

## SECTION B (Answer any TWO questions) 40 Marks

### QUESTION 2

- a) Explain the meal experience factors that customers might be seeking to satisfy when they visit a food service operation. (10 marks)
- b) State any **TWO** roles of each of the following food and beverage service personnel:
- i) Maître d'hotel
  - ii) Wine butter
  - iii) Trainee commis
  - iv) Station waiter
  - v) Food and beverage manager. (2 marks each)

### QUESTION 3

- a) Explain **FIVE** disadvantages of selling by automation. (10 marks)
- b) Discuss **FIVE** methods of dish washing for a food service operations. (10 marks)

### QUESTION 4

- a) State any **FIVE** types of napkin folds. (5 marks)
- b) Highlight any **FIVE** closing duties that food and beverage waiters perform in a food service operations. (5 marks)
- c) Explain **FIVE** attributes that a food and beverage waiters should possess. (10 marks)

## QUESTION 5

- a) The food and beverage service operation requires a variety of equipments for its daily operations. Outline any **FIVE** equipments of each category below:
- i) Glasses
  - ii) Linen
  - iii) Tablewares
- (5 marks each)**
- b) Give clues that might help a food and beverage waiter identify the host of a party of guests.
- (5 marks)**