



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM S13)

BHC 2204: FOOD AND BEVERAGE SERVICE AND SALES THEORY II

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

- a) Explain **FIVE** basic rules to observe when handling ice in beverage service. (10 marks)
- b) Define a bar and give an example of bar types. (1 mark)
- c) Discuss the parts of a bar stating their role. (9 marks)
- d) Explain **FIVE** factors to consider when setting up a bar. (10 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Define a cocktail. (2 marks)
- b) Explain how to prepare a bloody many cocktail. (18 marks)

QUESTION 3

- a) Define the following alcoholic beverages:
 - i) Beer
 - ii) Whisky
 - iii) Liqueur
 - iv) Brandy
 - v) Wine(10 marks)
- b) Define the following non-alcoholic drinks:
 - i) Squash
 - ii) Juice
 - iii) Spring water
 - iv) Mineral water
 - v) Carbonated drinks(10 marks)

QUESTION 4

- a) Discuss **SIX** types of bar customers. (12 marks)
- b) Explain **FOUR** important traits of a good bar tender. (8 marks)

QUESTION 5

- List down the steps of serving white wine. (20 marks)