



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT
(CCAM)

BHC 1107: FOOD AND BEVERAGE SERVICE 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 Three printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

a) Define the following terms as used in food and beverage service:

- i) Menu
- ii) Mis en place
- iii) Cover
- iv) Cruets/manager
- v) Service salver

(2 marks each)

b) Discuss **FIVE** food and beverage service areas and their equipment.

(10 marks)

c) Outline any **FIVE** qualities of a good food and beverage personnel.

(5 marks)

d) State any **FIVE** types of napkin folds.

(5 marks)

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

QUESTION 2

a) Explain the procedure/steps of serving wine.

(14 marks)

b) What wines would you serve when you serve the following main dishes and why:

- i) Beef stronganoff
- ii) Grilled chicken in white sauce
- iii) When the guest is not sure what to accompany the meal.

(6 marks)

QUESTION 3

a) Differentiate between the following:

- i) Continental and English breakfast
- ii) American service and cafeteria service.
- iii) Full board and bed and breakfast

(4 marks)

(4 marks)

(2 marks)

b) Outline any **TEN** negative attitudes that food and beverage personnel should avoid in service.

(10 marks)

QUESTION 4

a) State **TWO** functions of the following food and beverage staff:

- i) Waiter/waitress
- ii) Barista
- iii) Barman
- iv) Restaurant manager

(10 marks)

b) Explain **FIVE** benefits of waiting staff wearing a uniform. **(10 marks)**

QUESTION 5

a) State any **FIVE** uses of a service server. **(5 marks)**

b) Briefly describe the process of welcoming a guest to a table. **(5 marks)**

c) Explain with examples **FIVE** categories of alcoholic beverages. **(10 marks)**