



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM MO7/A07)

FOOD AND BEVERAGE SERVICE & SALES THEORY V

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.

SECTION A (COMPULSORY)

- Q.1 (a) What are the roles of follow staff in function catering?
- (a) Banqueting manager. (3 marks)
 - (b) Sales manager. (3 marks)
 - (c) Porters. (2 marks)
 - (d) Banqueting headwaiter. (2 marks)
- (b) Outline **TEN** hygiene and safety factors that are related to gueridon service. (10 marks)
- (c) Briefly explain **FIVE** factors that determine the type of service method chosen for a function. (10 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.2 Describe in details the booking and administrative procedures performed in ensuring a successful function. (20 marks)
- Q.3 It is important to ensure that formal functions are properly taken care of in terms of proper service. Explain how the following service organization forms are done.
- (i) Traditional service (10 marks)
 - (ii) Wave service (10 marks)
- Q.4 Outline the procedure to follow at a wedding buffet reception. (20 marks)
- Q.5 State and briefly explain at least ten factors to investigate in an initial survey for an outdoor catering exercise. (20 marks)