



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR THE DIPLOMA IN:

HOTEL AND INSTITUTIONAL MANAGEMENT (DHIMJ16)

BHC 2102: INTRODUCTION TO FOOD AND BEVERAGE SERVICE AND SALES

END OF SEMESTER EXAMINATION

SERIES: MAY 2016

TIME: 2 HOURS

DATE: Pick Date May 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt **Choose** instruction.

Do not write on the question paper.

SECTION A (Answer ALL the questions)

30 POINTS

1. a) Highlight 3 responsibilities of food and beverage management of a 5-Star Hotel. (6mks)
- b) Explain the uses of the following table linen in a 1st Class Restaurant.
- i) Slip cloths
 - ii) Waiter's cloths
 - iii) Buffet cloths
 - iv) Guest napkins (8mks)
- c) Identify any **three** steps to take should a problem arise and the customer raises a complaint. (6mks)

d) Explain any **three** types of restaurant you would find in a 5-Star Hotel. (6mks)

e) List **eight** types of food and beverage service operations. (4mks)

SECTION B

2. a) The ancillary departments are important parts of the design of food and beverage service, acting as the link between food production areas and beverage service areas. Describe these five departments. (10mks)

b) As a food and beverage manager in Sarova White Sand Beach Hotel, one of your duties is to purchase restaurant equipment.

Explain to the directors of the hotel any five factors to consider when selecting these equipment. (10mks)

3. a) State the historical development of the following food and beverage sectors.

i) Industrial catering

ii) Restaurants

iii) Motorway service station

iv) Popular catering

v) Transport catering (10mks)

b) Describe the use of five main types of disposables available in food and beverage operations. (10mks)

4. a) Explain the duties and responsibilities of food and beverage service personnel.

i) Restaurant Manager

ii) Waiter/ress

iii) Wine butler

iv) Cocktail bar staff

v) Banqueting Manager (10mks)

b) Essentially safety in a civil duty and negligence is a criminal offence.

As a head waiter in charge of enforcing this regulation highlight five responsibilities of every food and beverage staff required to undertake regarding the above act. (10mks)

5. a) Explain five points care and maintenance of table linen use in banqueting department in a five star hotel.

(10mks)

b) Describe the following attributes of food and beverage service personnel.

i) Sales ability

ii) Personality

iii) Sense of urgency

iv) Personal hygiene and grooming

v) Memory

(10mks)