



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) Identify use of each of the following specialized equipment
 - i) cheese knife
 - ii) preserve spoon
 - iii) sugar tong
 - iv) pastry slice
 - v) asparagus holder (5mks)
- b) State 6 different types of linen used in a classic restaurant. (6mks)
- c) The chef de buffet is the only kitchen staff member who is found in a restaurant during service. Highlight his five responsibilities and duties. . (5mks)

d) List any ten equipment found in still room (5mks)

e) Glass ware contributes to the appearance of the table and the overall attraction of the service area. Describe 3 qualities of a good wine glass. (6mks)

f) Identify 2 responsibilities of a wine butler in a 5- star hotel. (3mks)

SECTION B

2. a) Explain 5 points to consider when choosing furniture for a 1st class restaurant. (10mks)

b) Describe any 5 factors a waiter in an executive restaurant is to observe under professional and hygienic appearance. (10mks)

3. a) Describe 5 disadvantages of use of disposables in a food and beverage outlets. (10mks)

b) Highlight any 5 examples of interpersonal skills needed at particular points during service. (10mks)

4. a) All food and beverage employees should be constantly alert for suspicious items or packages left behind by customers. Explain five steps to follow when dealing with a suspicious package. (10mks)

b) Describe the following responsibilities of management in a five star hotel.

i) Customer- staff relations

ii) Portion control

iii) Staff training

iv) Wastage of food (10mks)

5. a) Describe the ancillary departments to newly employee food and beverage staff in your hotel under the following headings

i) Hot plate

ii) Still room

iii) Wash up

iv) Silver room

v) Spare linen floor. (10mks)

b) Explain the 2 uses of the following service equipment

i) Service salver

ii) Service plate

iii) Large or waiter's tray

(6mks)

c) Highlight 4 purposes of using a service salver as an under flat.

(4mks).