



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

**UNIVERSITY EXAMINATION FOR THE:**

**DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DHIMS15)**

**BHC 2212:**

**UNIT NAME: FOOD AND BEVERAGE CONTROL II**

**END OF SEMESTER EXAMINATION**

**SERIES: DECEMBER 2016**

**TIME:2HOURS**

**DATE:**Pick Date**DECEMBER 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.**

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## **SECTION A (Answer all the questions)**

**30 POINTS**

### **QUESTION ONE**

a) Explain what these terms mean; (10 marks)

- i. Maximum allowable food cost
- ii. Actual Food cost percentages
- iii. Net Margin
- iv. Revenue per Available Seat Hour
- v. Break-even point

b) Aisha is the food and beverage manager in a mid size restaurant. Her performance for this year is sales of £1,448,956 Food and Beverage cost of £463,666, labour expenses £652,030 and overheads of £115,916. She has a target of 10% profit for the year. Does she achieve her target? (12 marks)

- c) Rose runs Flames Choma Zone, a roast and grill joint in Mombasa. Her average guest check is KShs.1200 and has an average payroll of KShs. 800 per hour. Her operating results for the month of April 2016 were as follows;

| <b>OPERATING RESULTS FOR FLAMES CHOMA ZONE FOR FEBRUARY 2016</b> |                         |                         |
|--|-------------------------|-------------------------|
| <b>Week</b>  | <b>Number Of Guests</b> | <b>Labour Hour Used</b> |
| 1  | 7,000                   | 4,000                   |
| 2  | 7,800                   | 4,120                   |
| 3  | 7,500                   | 4,110                   |
| 4  | 8,000                   | 4,450                   |
| <b>TOTAL</b>   | <b>30,300</b>           | <b>16,680</b>           |

- a. Using this information calculate the following productivity standards
- i. Labour cost percentage
  - ii. Sales per labour hour
  - iii. Labour dollar per guest served
  - iv. Guest served per labour hour ( 8 marks )

## **SECTION B (Answer only TWO questions)**

### **QUESTION TWO**

A restaurant has a seating capacity to serve a maximum of 10,000 people per a 28 day trading period. The average spending power of these customers is KShs. 200. The fixed cost of the restaurant is at Kshs 600,000 the period. The variable costs are at 40% of the sales.

- a) By use of a breakeven chart, find the restaurants breakeven point for the 28 day trading period. (10 marks)
- b) Use formulae to find out what the new breakeven point would be if the average spending power of the client would improve to KShs. 250.(5 marks)
- c) What do you understand by the term margin of safety? In the two situations above, state their margin of safety. (5 marks)

### **QUESTION THREE**

What do you understand by Budgetary Control? (2marks)

Outline and explain the stages of preparing budgets for a food and beverage establishment. (8 marks)

b) Explain the following special pricing situation and give examples where they are best used

- i. Coupons
- ii. Value pricing
- iii. Bundling
- iv. Beverage at receptions and parties (10 marks)

### **QUESTION FOUR**

Discuss the various operational control measures integrated into the food production process in the kitchen to ensure the quality standards are met and that there is no over or under production in a catering operation. (20 marks)

### **QUESTION FIVE**

- a) Discuss the process of developing a good Revenue Security System (10 marks)
- b) Describe how to best reduce theft by service staff.( 10 marks)