



# TECHNICAL UNIVERSITY OF MOMBASA

---

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

**UNIVERSITY EXAMINATION FOR:**

**CERTIFICATE IN CATERING AND ACCOMODATION MANAGEMENT**

**(CCAS 16)**

**BHC 1101: INTRODUCTION TO FOOD AND BEVERAGE SERVICE AND  
SALES**

**END OF SEMESTER EXAMINATION**

**SERIES: DECEMBER 2016**

**TIME: 2 HOURS**

**DATE:** Pick Date Select Month Pick Year

## **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 question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

---

## **Question ONE**

- a) Discuss **FIVE** factors to consider before purchasing Equipments in the Food Service area (10 Marks)
- b) Explain **FIVE** Attributes of a Food and Beverage Personnel (10 Marks)
- c) Highlight the Tools of Trade used by a Waiter (5 Marks)
- d) State **FIVE** Importance of team work in the operation of a restaurant (5 Marks)

## **Question TWO**

- a) Discuss **FIVE** Advantages of using disposables (10 Marks)
- b) Explain **FIVE** factors to be considered in Meal Experience (10 Marks)

### Question THREE

- a) Explain **FIVE** Back of House Service Areas (Ancillary Areas) (10 Marks)
- b) Outline **TWO** roles of the following Food and Beverage Service Personnel
- i. Chef de e'tage
  - ii. Maitre d'hôtel
  - iii. Debbaraseur
  - iv. Sommelier
  - v. Chef d'rang (2 Marks each)

### Question FOUR

- a) Explain **FIVE** Disadvantages of selling by Automation (10 Marks)
- b) Explain the Procedure of welcoming a guest and serving water (10 Marks)

### Question FIVE

The Food and Beverage Service Operation requires a variety of Equipments for it to operate. Outline **FIVE** Equipments in each category below:

- i. Glassware
- ii. Chinaware
- iii. Tableware
- iv. Linen (5 Marks each)