



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT(DHIM 2016)

BHC 2102:INTRODUCTION TO FOOD AND BEVERAGE SERVICE

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME:2HOURS

DATE:7thDECEMBER 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. Attemptquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

QUESTION ONE (30 MARKS)

- Name **THREE** types of the earliest forms of food and beverage service areas (3marks)
- Explain the meaning of the interpersonal skills as used in food and beverage service (2marks)
- Highlight **FIVE** attributes of food and beverage service personnel (5marks)
- Distinguish between a sommelier and a mixologist (4marks)
- Outline **FIVE** duties of a food and beverage manager (6marks)
- Discuss **THREE** types of food and beverage equipment that together constitute the tableware (6marks)
- Differentiate between table d'hôte Menu and ala carte menu (4marks)

SECTION B (Answer only TWO questions)

QUESTION TWO (20 MARKS)

- a) Discuss **FIVE** areas in food and beverage service (10marks)
- b) Describe the steps to follow when dealing with a guest who has had alcohol over consumption (10marks)

QUESTION THREE (20 MARKS)

- a) Discuss reason why there has been considerable growth in the use of disposables in food and beverage industry (10marks)
- b) Explain **FIVE** types of linen used in food and beverage service (10marks)

QUESTION FOUR (20 MARKS)

- a) State the needs that a customer seeks to satisfy when he visits a food and beverage establishment (5mks)
- b) Mention the **BIG FIVES** of a waiter (5mks)
- c) Discuss **FIVE** uses of large trays in food and beverage service (10marks)

QUESTION FIVE (20 MARKS)

- a) a.Explain the meaning of mis-en-place in food and beverage service (2marks)
- b) b.Outline **FOUR** table accompaniments (4marks)
- c) c.Identify the equipment required for polishing glassware (4marks)
- d) d.Highlight **SIX** factors to consider when purchasing flatware and cutlery (6marks)
- e) e.Explain **FOUR** uses of a waiter's cloth (4mks)

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