



# 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( DHIM 2016)

BHC 2102:INTRODUCTION TO FOOD AND BEVERAGE SERVICE AND

SALES

END OF SEMESTER EXAMINATION

**SERIES: DECEMBER 2016**

**TIME:2HOURS**

**DATE:7thDECEMBER 2016**

## **Instructions to Candidates**

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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.**

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

### **QUESTION ONE (30 MARKS)**

- a) State the needs that a customer seeks to satisfy when he visits a food and beverage establishment (5marks)
- b) Mention the big **FIVES** of a waiter (5marks)
- c) Highlight **FOUR** factors to consider when purchasing flatware and cutlery (4marks)
- d) Outline **THREE** uses of a waiter's cloth (6marks)

- e) Describe the following qualities of food and beverage personnel (6marks)
1. Knowledge of food and drink
  2. Local knowledge
  3. Memory
- f) Explain **FOUR** types of plates commonly used in food and beverage service (4marks)

**QUESTION TWO (20MARKS)**

- a) State **FOUR** qualities of a good table linen (4marks)
- b) Highlight **FOUR** table accompaniments (4marks)
- c) Identify the equipment required for polishing glassware (4marks)
- d) List down **THREE** moral qualities of a waiting staff should have (3marks)
- e) Identify any **FIVE** napkin folds (5marks)

**QUESTION THREE (20MARKS)**

- 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 FOUR (20 MARKS)**

- a) Discuss reasons 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 FIVE (20 MARKS)**

- a) Explain **FIVE** duties of a waiter (5marks)
- b) Identify equipment that a waiter would require to set a table d'hôte cover offering a soup, main course and a dessert. (5marks)
- c) Discuss **FIVE** uses of large trays in food and beverage service (10marks)