



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 M16)

BHC 2107: FOOD AND BEVERAGE SERVICE AND SALES THEORY 1

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

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.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- (a) State Ten (10) pre-service tasks to be performed by a waiter before actual service. (10 marks)
- (b) Explain four (4) points that the service staff must ensure before laying the table cloth. (4 marks)
- (c) Give the two types of covers mainly used in catering establishments. (2 marks)
- (d) State four (4) sweets that can be served on a luncheon menu. (4 marks)
- (e) Discuss five (5) advantages of preplanned and predesigned menus. (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- (a) Explain the origin of menu (4 marks)
- (b) Discuss the characteristics of the following menus.
 - (i) A la Carte menu (4 marks)
 - (ii) Table d'hôtel menu (4 marks)
- (c) Outline the sequence of dishes that would be served on a 4 course table d'hôtel menu (8 marks)

QUESTION THREE

- (a) Discuss aerated waters, giving four (4) examples of such waters. (6 marks)
- (b) Outline the procedure for serving a bottle of sprite. (6 marks)
- (c) Discuss in details the following styles of service (8 marks)

QUESTION FOUR

- (a) Discuss in details the following styles of service
 - (i) Gueridon service (10 marks)
 - (ii) Buffet service (10 marks)

QUESTION FIVE

- (a) Discuss five (5) styles of coffee served in an establishment (10 marks)
- (b) Outline the procedure for silver serving coffee (10 marks)