



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR THE CERTIFICATE IN:

CATERING AND ACCOMODATION MANAGEMENT (CCAM J 16)

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

END OF SEMESTER EXAMINATION

SERIES: MAY 2016

TIME: 2 HOURS

DATE: Pick Date May 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

SECTION A (Compulsory)

1. a) Explain any **THREE** importance of waiters wearing uniforms in a food service operation
(6 marks)
- b) Explain **THREE** reasons why simple folds of guest napkins are better than the complex ones.
(6 marks)
- c) Discuss any **FOUR** importance of teamwork in the operation of a restaurant
(8 marks)
- d) Explain any **FIVE** closing duties that food and beverage waiters perform in service areas
(10 marks)

SECTION B (Answer any **TWO** questions)

2. a) Explain FIVE characteristics of customer service in a food service operation
(10 marks)
- b) Meal experience is dining away from home for a reason. Explain FIVE needs that customers might be seeking to satisfy
(10 marks)
3. a) The food and beverage service operation requires a variety of equipments for its daily operations. Outline any FIVE equipments of each category below:
- i) Glasses
ii) Linen
iii) Tableware (5 marks each)
- b) Give clues that might help a food and beverage waiter identify the HOST of a party of guest
(5 marks)
4. a) Explain the procedure of dealing with a suspicious package in the restaurant
(10 marks)
- b) Explain the MAIN varieties of disposables used in food service areas (10 marks)
5. a) Outline any THREE uses of the following:
- i) Service plate
ii) Service salver (3 marks each)