



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR THE DIPLOMA IN:

HOTEL AND INSTITUTIONAL MANAGEMENT (DHIMS15)

BHC 2108: FOOD AND BEVERAGE SERVICE AND SALES THEORY I

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

1(a) Explain the following terms (10mks)

- i. Crumbing down
- ii. Menu
- iii. Course
- iv. Appetizers
- v. Preserve

(b) State seven (7) foods offered from the guests RIGHT hand side in both silver and plate style of service (7 marks)

(c) Explain four (4) points to consider when structuring menus (8 marks)

(d) Give five (5) reasons why bitter coffee is obtained during coffee making (5 marks)

2(a) Food and beverage service staff should be on duty allowing enough time before the service is due to commence. Give five (5) reasons (5marks)

(b) State and explain any five billing methods that are used in food and beverage establishments (10 marks)

(C) State any five (5) clearing duties that are performed by a station waiter after service
(5 marks)

3. Discuss any 5 styles of service. (20 marks)

4(a) Explain six basic technical waiting skills that are relevant especially during table service and assisted service. (12 marks)

(b) Name any ten items that will be required when laying a cover for a continental breakfast where the beverage is tea (5 marks)

5(a) Tea may be purchased in a variety of forms depending on requirements, explain the factors that must be considered to ensure that the right form of tea is purchased. (14 marks)

(b) What are the rules that must be observed during tea preparation to ensure that satisfactory results are obtained (6 marks)