



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT

(CCAM M19)

BHC1101: FOOD AND BEVERAGE SERVICE AND SALES THEORY 1

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME:2 HOURS

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

1 a) Define the following:-

i) Covers

ii) Pax

iii) Starter

(6mks)

b) Explain the following market sectors

i) Captive

ii) Restricted

iii) Semi captive

(9mks)

- c) Define the following
- i) Grooming
- ii) Big five (6mks)
- d) Mention the particulars contained in a Captain order (9mks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain four reasons why briefing is important before restaurant staff begin work (16mks)
- b) Mention four napkin folds (4mks)

QUESTION THREE

Explain five common customer complain in the restaurant (20 Marks)

QUESTION FOUR

Describe five duties carried out by a waiter during service (20 Marks)

QUESTION FIVE

Explain the procedure for serving bottled water to a seated guest (20 Marks)