



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 a menu and state its importance in any catering outlet | (4mks) |
| | b) | Explain why personal hygiene is important for all service associates. | (8mks) |
| | c) | Name the correct covers for soup. | (4mks) |
| | d) | Explain the three methods of settling a bill in the restaurant | (9mks) |
| | e) | Describe the importance of a waiters cloth | (5mks) |

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Define the following terms: - (20mks)
- i) Bistros
 - ii) Lodges
 - iii) Brasseries
 - iv) Take aways

QUESTION THREE

With the aid of a diagram, draw the organizational chart for food and beverage personnel of a small hotel (20mks)

QUESTION FOUR

Name five food and beverage staff and their roles (20mks)

QUESTION FIVE

- a) Explain the following staff who work in liaison with food and beverage service staff
- i) Hostess
 - ii) Cleaners
 - iii) Cloakroom attendants
 - iv) Porters
 - v) Housekeeper (10mks)
- b) Name ten beverages found in the bar (10mks)