



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

**UNIVERSITY EXAMINATION FOR THE:**

**DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DHIMM19)**

**BHC 2102 INTRODUCTION TO FOOD & BEVERAGE SERVICE**

**END OF SEMESTER EXAMINATION**

**SERIES: August 2019**

**TIME: 2 HOURS**

**DATE: Pick Date Aug 2019**

## 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.**

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## **SECTION A (Answer all the questions)**

**30 POINTS**

### **QUESTION ONE**

a) Explain the meaning of the following terms: -

i) Restaurant

ii) Hotel

iii) Food service

iv) Customers

v) Food and beverage outlets

10mks

b) Establish Five factors to consider when purchasing restaurant equipment

10mks

c) Examine Five reasons that may lead customer dissatisfaction in a restaurant

10mks

## **SECTION B (Answer only TWO questions)**

### **QUESTION TWO**

- a) Elaborate on Five factors to consider when purchasing tableware 10mks
- b) Differentiate between mise-en-scene and mise-en – place 4mks
- c) Highlight Six responsibilities of food and beverage manager 6mks

### **QUESTION THREE**

- a) Explain Five attributes of a professional waiter 10mks
- b) Draw the organizational chart of a first-class restaurant 10mks

### **QUESTION FOUR**

- a) Examine five different styles of service at a laid cover used in modern restaurant 10mks
- b) Identify Five different types of linen used in a restaurant 5mks
- c) Highlight Five types of tableware 5mks

### **QUESTION FIVE**

- a) Examine the historical development of the following catering outlets
  - i) Popular catering
  - ii) Restaurants
  - iii) Transport catering
  - iv) Motorway catering
  - v) Industrial catering 10mks
- b) Describe Five different furniture's used in food and beverage service 10mks