



TECHNICAL UNIVERSITY OF MOMBASA

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:2HOURS

DATE:Pick Date Aug2019

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

- a) Describe the food and beverage services sequence 10mks
- b) Highlight FOUR complaints of a customer in a restaurant 4mks
- c) Explain three duties of Aboyeur at the hotplate. 6mks
- d) Examine FIVE attributes of food and beverage service personnel 10mks

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Determine the Five factors to consider when choosing service methods 10mks
- b) Explain the following styles of service: -
 - i) Buffet

ii) Plate service

iii) Silver service

iv) Specialized service

v) Drive thru

10mks

QUESTION THREE

Briefly discuss duties of the following restaurant staff

i) maître d'hôtel

ii) Sommelier

iii) Commis de rang

iv) Demi chef de rang

v) Reception head waiter

20mks

QUESTION FOUR

a) Explain FIVE attributes of food and beverage service personnel

(10mks)

b) Elaborate on FIVE sectors of food and beverage operations

10mks

QUESTION FIVE

a) Describe Five different furniture's used in food and beverage service

10mks

b) Explain Five advantages of using disposables

10mks