



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT

(DHIM S18)

BHC 2204: FOOD AND BEVERAGE SERVICE AND SALES THEORY II

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

- a) Identify four factors to consider when installing a side board (4mks)
- b) Explain four reasons why simple napkin folds are better than complex ones (8mks)
- c) Name the correct covers for dessert course (2mks)
- d) Explain the three methods of settling a bill in the restaurant (6mks)
- e) Explain how to present a bill to a seated guest (5mks)
- f) Referring to the above question, who receives the top copy and why (5mks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Name six particulars found in a guest bill (3mks)
- b) Explain five reasons as to why a waiter/waitress must be present a few minutes before service? (10mks)
- c) Name three types of hot starters (6mks)
- d) Name two alcoholic beverages found in the bar (1mk)

QUESTION THREE

- a) Name five items found in a dispense bar (5mks)
- b) Name five beverages that are found in a bar (5mks)
- c) Highlight the duties of a waiter in a fine dining restaurant (10mks)

QUESTION FOUR

- a) Highlight six types of napkin folds (12mks)
- b) Why should a waiter use a costa when serving beverages? (3mks)
- c) What is a menu card? (2mks)
- d) Name three types of commercially prepared sauces? (3mks)

QUESTION FIVE

- a) Name five equipment that are found on the top (shelve one) of the sideboard (5mks)
- b) Name five types of condiments that can be found on a table (5mks)
- c) Explain how the above condiments can be presented on the table (5mks)
- d) Explain the meaning of grooming (5mks)