



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT
(DHIM J14)

BHC 2102: INTRODUCTION TO FOOD AND BEVERAGE SERVICE

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Define the following catering segments:
- i) Military segment (1 mark)
 - ii) Commercial segment (1 mark)
 - iii) Non-commercial segment (1 mark)
- b) State **SEVEN** attributes of waiter and why they are important. (7 marks)
- c) List **TEN** points to be considered when selecting service equipments. (5 marks)
- d) Explain the following terms in food and beverage service operation:
- i) Still room (2 marks)
 - ii) Silver/plate room (3 marks)
- e) Explain the following indicating **TWO** activities that need to take place in each. (4 marks)
- i) Mise-en-place
 - ii) Mise-en-scene
- f) i) Define a menu. (2 marks)
- ii) Differentiate between A la carte menu and Table D'hote menu. (4 marks)

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

- a) Discuss **FIVE** types of service that are internationally recognized. (10 marks)
- b) i) List any **FIVE** glassware. (5 marks)
- ii) List **THREE** types of trolleys used for food and beverage service. (3 marks)
- iii) What are linens? Give examples. (2 marks)

QUESTION 3

- a) i) Define breakfast (1 mark)
- ii) Define breakfast cover (1 marks)
- iii) Explain basic types of breakfast (8 marks)
- b) i) What are beverages?
- ii) What are the classification of beverages?
 - iii) What are compound beverages?
 - iv) Classify non-alcoholic beverages.
 - v) Define alcoholic beverages. (10 marks)

QUESTION 4

a) Outline the procedure of attending to guest order.

(10 marks)

b) Draw a diagram describing the formal table setting.

(10 marks)