



# TECHNICAL UNIVERSITY OF MOMBASA

## *Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M13)

### **BAC 2204: FOOD AND BEVERAGE SERVICE AND THEORY SALES II**

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 Two printed pages.***

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

Having the full correct mise-en-place enables you to work easily and speed up the service, so that the waiter/waitress has more time for the guest. Discuss the **THREE** groups mise-en-place is divided into. **(30 marks)**

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

### **QUESTION 2**

Describe the most important type of linen. **(20 marks)**

### **QUESTION 3**

With the aid of a plated service diagram (which you will draw), explain the basic rules and procedures of classical service. **(20 marks)**

### **QUESTION 4**

Highlight the various uses for food ménage. **(20 marks)**

### **QUESTION 5**

Compare and contrast the following different styles of service. **(20 marks)**

- a) Guéridon service versus Voiture service
- b) English service versus French service
- c) Table d'hôtel service versus A part service
- d) Á la carte service versus Hand service