



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:
DIPLOMA IN HOSPITALITY AND INSTITUTIONAL MANAGEMENT
(DHIM S 24)

UNIT CODE: BHC 2102

END OF SEMESTER EXAMINATION

SERIES: DEC 2024

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) Define the following terms as used in food and beverage service (10mks)
- i) Restaurant
 - ii) Service
 - iii) Food
 - iv) Beverage
 - v) Hospitality
- b) State four elements required for the success of food and beverage service (4mks)
- c) State the importance of studying food and beverage service (5mks)
- d) Mention five personnel who work in the restaurant (5mks)

- e) Explain why personal hygiene is important to all service associates (6mks)

SECTION B (Answer only TWO questions)

QUESTION TWO (20mks)

- a) Explain the following staff who work in liaison with food and beverage service staff
- i) Hostess
 - ii) Cleaners
 - iii) Cloakroom attendants
 - iv) Porters
 - v) Housekeeper (10mks)
- b) Name ten beverages found in the bar (10mks)

QUESTION THREE (20mks)

- a) Name five equipment found in a dispense bar (5mks)
- b) Mention five advantages of plate service (5mks)
- c) Highlight the duties of a waiter in a fine dining restaurant (10mks)

QUESTION FOUR

- a) Define the following terms: - (20mks)
- i) Bistros
 - ii) Lodges
 - iii) Brasseries
 - iv) Take aways

QUESTION FIVE (20mks)

- a) With the aid of a diagram, draw the organizational chart of a small hotel (10mks)
- b) Name four examples of furniture and fittings found in the restaurant (4mks)

c) Explain the following market sectors

(6mks)

- i) Captive
- ii) Semi captive
- iii) Restricted