



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 2107

UNIT NAME: FOOD AND BEVERAGE SERVICE AND SALES THEORY 1

SUP/SPEC EXAMINATION

SERIES: JULY 2025

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) A bouyeur
 - ii) Back of house
 - iii) Service area
 - iv) Hot plate
 - v) polivit
- b) State five factors consider when putting up a service area (5mks)
- c) State three equipment that are found in the wash up section (3mks)

- d) Mention five points to consider while handling glassware (4mks)
- e) Mention three roles of the still room personnel (3mks)
- f) State five uses of disposables (5mks)

SECTION B (Answer only TWO questions)

QUESTION TWO (20mks)

- a) Briefly describe silver or plate room (5mks)
- b) Name six particulars found in a guest bill (3mks)
- c) Name two commonly used silver ware (2mks)
- d) Mention any ten still room provisions (10mks)

QUESTION THREE (20mks)

- a) Name five equipment found in a dispensary bar (5mks)
- b) Mention five advantages of plate service (5mks)
- c) State the difference between a dispensary bar and a mini bar (10mks)

QUESTION FOUR (20mks)

- a) Discuss ten points to consider when purchasing food and beverage service areas equipment

QUESTION FIVE (20mks)

- a) Name five equipment that are found on the top (shelf one) of the sideboard (5mks)
- b) Name three types of glasses that are used in the restaurant (3mks)
- c) Describe the importance of personal hygiene (5mks)
- d) Mention five ways that a waiter can avoid accidents (5mks)
- e) State two types of furniture's used in the restaurant (2mks)