



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:
DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
DCAM S 23

UNIT CODE: HHC 2208 FOOD AND BEVERAGE MANAGEMENT

SPECIAL AND SUPPLEMENTARY EXAMINATIONS

SERIES: JULY 2025

TIME:2HOURS

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, Examination paper and student ID

This paper consists of **FIVE** questions. Attempt **question ONE (Compulsory)** and any other **TWO** questions.

Do not write on the question paper

SECTION A (COMPULSORY) 30 MARKS. Answer all the questions.

QUESTION ONE

a) Briefly explain the following

- | | |
|-----------------------------|----------|
| i) Tent card | (2marks) |
| ii) Full service restaurant | (2marks) |
| iii) Private Club | (2marks) |
| iv) Function catering | (2marks) |
| v) Fast foods | (2marks) |

b) Discuss Five (5) responsibilities of a food and beverage manager. **(10marks)**

c) Explain five (5) advantages of a standard recipe **(10 marks)**

SECTION B (40 MARKS) Answer only TWO questions from this section.

QUESTION TWO

- a) Explain five (5) factors affecting a customer's choice of meal experience. **(10marks)**
- b) Discuss five (5) different styles of service commonly found in Restaurants. **(10marks)**

QUESTION THREE

- a) Explain five (5) different menus that you expect to find in a good food and beverage establishment. **(10marks)**
- b) Discuss Five steps a manager would take when making a decision. **(10marks)**

QUESTION FOUR

- a) Highlight ten (10) qualification requirements you would look for when looking for a food and beverage manager to employ. **(10marks)**
- b) Discuss Five (5) challenges that managers may face in delivering quality to their customers. **(10marks)**

QUESTION FIVE

- a) Explain (5) key skills that an upcoming manager will need to apply in order to manage an establishment effectively. **(10marks)**
- b) i) Define the term "merchandise" **(2marks)**
ii) Discuss four (4) methods that can be used to merchandise menus. **(8marks)**