



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT UNIVERSITY EXAMINATION

CERTIFICATE IN CATERING AND ACCOMMODATION MANAGEMENT (CCAM S24)

UNIT CODE: BHC1101 NAME: **FOOD AND BEVERAGE SERVICE AND SALES THEORY 1:**

SUPLIMENTARY 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 all the questions in section A and any two questions from section B. Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- | | | | |
|---|------|--|-----------|
| 1 | a) | Define the following: - | |
| | i) | China ware | |
| | ii) | Bone china | |
| | iii) | Hospitality | (6 Marks) |
| | b) | Explain the importance of learning food and beverage sales theory. | (9 Marks) |
| | c) | List six types of service equipment in the Hospitality Industry. | (6 Marks) |
| | d) | Explain nine factors that affect the service of food and beverage. | (9 Marks) |

SECTION B (Answer only TWO questions)

QUESTION TWO

a) Draw an organizational structure of a small hotel. (10 Marks)

b) Explain five characteristics of take-away. (10 Marks)

QUESTION THREE

a) Describe five importance of food and beverage service. (10 Marks)

b) Describe five types of restaurants. (10 Marks)

QUESTION FOUR

a) Explain five problems that may arise if proper cleaning is not carried out, streaming from the loss of product quality. (10 Marks)

b) Explain five personal hygiene practices that are to be observed in the Hospitality Industry. (10 Marks)

QUESTION FIVE

a) List five safety measures to be observed in food service areas. (10 Marks)

b) Describe any five legal requirements relating to control of substances hazardous to health regulation 1999.

(10Marks)