



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR CERTIFICATE IN CATERING AND
ACCOMMODATION MANAGEMENT (CCAM M24)

UNIT CODE: BHC1107 UNIT NAME: FOOD AND BEVERAGE SERVICE
AND SALES THEORY II

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 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 all the questions in section A and any other 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) Menu

ii) hygiene

iii) Starter

iv) Safety

v) Hotel

vi) Hospitality

(12 Marks)

- b) List ten factors to be considered when planning a menu in the Hospitality Industry. (10 Marks)
- c) Mention eight importance of hygiene in the Hospitality Industry. (8 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Describe four pre-service tasks. (8 Marks)
- b) Describe six mise-en-place duties in the Hospitality Industry. (12 Marks)

QUESTION THREE

- a) Explain five areas where the Waiter should pay attention to when taking children's orders. (10 Marks)
- b) Explain five factors to consider when selecting furniture, fittings and fixtures in the Hospitality Industry. (10 Marks)

QUESTION FOUR

- a) Describe five ways a Water should handle a customer with communication difficulties during food service. (10 Marks)
- b) Differentiate between ala carte and table d' hote menu. (10 Marks)

QUESTION FIVE

- a) List five types of napkin folds in the Hospitality Industry. (5 Marks)
- b) Explain five reasons why simple napkin folds are better than more complex napkin folds. (5 Marks)
- c) Identify five safety measures to be observed in food and beverage service areas. (10 Marks)