



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: THE FOOD AND BEVERAGE
SERVICE AND SALES THEORY II:
SUPPLEMENTARY EXAMINATION

SERIES: MARCH 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 other two questions in 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) Mise-en-place
 - ii) Mise-en-scene
 - iii) A la carte menu
 - iv) Table d'hote menu
 - v) First aid

(10 Marks)

- b) Describe the order of service of a meal in a restaurant. (10 Marks)
- c) Explain three reasons for laying table cloths in a restaurant. (10 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Describe five interpersonal skills a Waiter exhibit during food and beverage service. (10 Marks)
- b) Describe five uses and care for the linen in the Hospitality Industry. (10 Marks)

QUESTION THREE

- a) Describe five factors that affect the seating arrangements in food and beverage service area. (10 Marks)
- b) Describe five factors that affect the seating arrangements in food and beverage service area. (10 Marks)

QUESTION FOUR

- a) Describe five personal hygiene standards that should be observed in food and beverage service areas (10 Marks)
- b) Describe five personal hygiene standards that should be observed in food and beverage service areas (10 Marks)

QUESTION FIVE

- a) Define ala carte cover. (2 Marks)
- b) List the cutlery for the ala carte cover (8 Marks)
- c) Explain five importance of safety in food and beverage service areas. (10 Marks)