



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

## ***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM MO7/A07)

## **FOOD AND BEVERAGE SERVICE & SALES THEORY V**

FINAL EXAMS

**SERIES:** APRIL/MAY 2010

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES**

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory.
3. Answer any **TWO** questions from Section **B**.

## **SECTION A (COMPULSORY)**

- Q.1 (a) What are the roles of follow staff in function catering?
- (a) Banqueting manager. (3 marks)
  - (b) Sales manager. (3 marks)
  - (c) Porters. (2 marks)
  - (d) Banqueting headwaiter. (2 marks)
- (b) Outline **TEN** (10) hygiene and safety factors that related to gueridon service. (10 marks)
- (c) Briefly explain **FIVE** factors that determine the type of service method chosen for a function. (10 marks)

## **SECTION B**

Answer any **TWO** questions from this Section.

- Q.2 Describe in details the booking and administrative procedures performed in ensuring a successful function. (20 marks)
- Q.3 It is important to ensure that formal functions are properly taken care of in terms of proper service. Explain how the following service organization forms are done.
- (i) Traditional service (10 marks)
  - (ii) Wave service (10 marks)
- Q.4 Outline the procedure to follow at a wedding buffet reception. (20 marks)
- Q.5 State and briefly explain at least ten factors to investigate in an initial survey for an outdoor catering exercise. (20 marks)