



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M12)

BHC 2106: FOOD AND BEVERAGE SERVICE AND SALES THEORY I

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: FEBRUARY 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**.
- Answer any **TWO** questions in Section **B**.
- ***This paper consists of Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Briefly explain the following methods of service:
- i) English service (2 marks)
 - ii) Family (2 marks)
 - iii) American (2 marks)
 - iv) Buffet (2 marks)
 - v) Gueridon (2 marks)
- b) A waiter in a busy restaurant, you notice a suspicious of luggage that has been left at a previously occupied table. What measures would you take? (5 marks)
- c) Differentiate between the a la carte and the table d' hôte menus. (8 marks)
- d) Outline the first **SEVEN** steps of the service sequence and give the corresponding customer behaviour. (7 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Outline the step by step procedure of taking a booking from a potential customer. (10 marks)
- b) Clothing-up ensures that the room is attractive and presentable. Describe the procedure of clothing up a table. (10 marks)

QUESTION 3

Discuss the factors that are influencing the modern day menus. (20 marks)

QUESTION 4

- a) State the accompaniments for the following dishes:
- i) Roast beef
 - ii) Roast lamb
 - iii) Roast mutton
 - iv) Roast pork
 - v) Roast chicken (6 marks)
- b) What is the appropriate cover for the following dishes:
- i) Fruit salad
 - ii) Cheese
 - iii) Clear soup (6 marks)
- c) Describe the following salads:
- i) Francaise
 - ii) Mimosa
 - iii) Japanese

iv) Russian

(4 marks)

d) Name and describe any **FOUR** basic sauces and state where each can be used.

(4 marks)

QUESTION 5

Describe the following types of breakfast giving details on how they are served.

a) Continental breakfast

b) Full English breakfast

(10 marks)