



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT
(DHIM S12)

BHC 2107: FOOD AND BEVERAGE SERVICE & SALES THEORY

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain each of the following terminologies:
- i) A cover (2 marks)
 - ii) Luncheon (2 marks)
 - iii) Cocktail party (2 marks)
 - iv) Banquet (2 marks)
 - v) Menu (2 marks)
- b) State the most suitable accompaniments for the following dishes:
- i) Consomme Julienne (1 mark)
 - ii) Marble cake (1 mark)
 - iii) Beef curry (1 mark)
 - iv) Roasted chicken (1 mark)
 - v) Cocktail (1 mark)
- c) List the covers for the following dishes:
- i) Consomme soup (2 marks)
 - ii) Omlette (2 marks)
 - iii) Grilled tilapia (2 marks)
 - iv) Roast beef (2 marks)
 - v) Irish potatoes (2 marks)
- d) Explain **FIVE** social skills that a waiter would carry out during meal service. (5 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Discuss **FIVE** points to consider when preparing a menu card. (10 marks)
- b) Explain **SIX** common design mistakes. (6 marks)
- c) Outline **FOUR** items found outside the menu structure. (4 marks)

QUESTION 3

- a) How would you as a waiter, detect that a guest is ready for placing an order. (3 marks)
- b) Outline the procedure for order-taking by a waiter. (8 marks)
- c) Identify **FIVE** important information a waiter is expected to include in the order pad. (5 marks)
- d) Write out an order for special food check called retour. (4 marks)

QUESTION 4

- a) Discuss the following types of menus:
- i) A la carte menu (3 marks)
 - ii) Table d' hôte menu (3 marks)
- b) Discuss the difference between Full English Breakfast and continental breakfast. (6 marks)
- c) Explain the term high tea and state **TWELVE** covers used when setting a table for high tea. (8 marks)

QUESTION 5

- a) Explain the functions of the following service equipment:
- i) Service plate (2 marks)
 - ii) Service cloth (2 marks)
 - iii) Service salver (2 marks)
- b) Discuss **FIVE** styles of service. (10 marks)
- c) Explain the term "Gueridon preparation. (2 marks)
- d) There are foods which are offered to guests from the **RIGHT** hand side in both silver and plate service. State **FOUR** such foods. (2 marks)