



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT
(DHM J13)

BHC 2102: INTRODUCTION TO FOOD AND BEVERAGE & SALES

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 Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain the use of the following in a food and beverage operation; (list) stillroom, disposables and automatic vending. **(6 marks)**
- b) Briefly describe the procedure for service of food in the restaurant. **(4 marks)**
- c) Define the term service conventions giving **THREE** examples. **(5 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Discuss the attributes of a food and beverage service personnel. **(15 marks)**
- b) State **FIVE** basic technical skills that a service personnel must apply during service. **(5 marks)**

QUESTION 3

- a) Identify the main classes of menu and state the characteristics of each. **(10 marks)**
- b) Name and explain **FIVE** main equipments used in the bar. **(10 marks)**

QUESTION 4

- a) With the help of a diagram, illustrate the set up of a guest cover in the restaurant. **(15 marks)**
- b) What is crumb down and what is the procedure followed during the exercise. **(5 marks)**

QUESTION 5

Explain the roles of the following in food and beverage service; Restaurant Manager, waiter, barista and wine butler. **(20 marks)**

QUESTION 6

- a) Distinguish the following tablewares: flatware, cutlery and hollow-wane. **(8 marks)**
- b) Highlight the advantages and disadvantages of disposables in food and beverage operation. **(12 marks)**