



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION  
(CCA J12)

**BHC 1205: FOOD AND BEVERAGE SERVICE AND SALES PRACTICE**

END OF SEMESTER EXAMINATIONS  
MARKING SCHEME  
APRIL 2013  
TIME: **3 HOURS**

**CANDIDATES NAME :**

.....

**COLLEGE NO :**

.....

**ID NO :**

.....

**DATE :**

.....

**QUESTION NO.** :

**EXAMINER** :

**SECTION A**

	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
<b>A.</b>	<b>TEST ONE PREPARATION AND SERVICE OF CLEAR SOUP</b>  – Table laid with well laundered linen – Cover well set with dessert spoon, side plate, side knife, cruets and butter pats. – Placing consommé cup on a saucer on an underplate (fish plate) well lined. – Serving breadroll from a lined basket onto the side plate using a service fork and spoon from left – Presenting the soup centrally in front of the guest from the right hand side	   $\frac{1}{2}$ $\frac{1}{2}$ 2 $3\frac{1}{2}$ $1\frac{1}{2}$		
<b>Sub-total</b>		<b>9</b>		
<b>B.</b>	<b>PREPARATION OF BUTTER BLOCKS</b>  – At the sidestation assemble butter, sharp knife, iced water, jug of very hot water and butter dish. – Mark the butter (chilled) into blocks of your choice – Dip knife into hot water and let it warm – Cut butter on marked lines dipping knife into hot water between each cutting – Place the blocks into iced water – Remove and present for service on a butter dish on a side plate.	    4 $1\frac{1}{2}$ $1\frac{1}{2}$ 2 $1\frac{1}{2}$ 2		
<b>Sub-total</b>		<b>13</b>		
<b>C.</b>	<b>PRESENTATION AND SERVICE OF A BOTTLE OF LAGER</b> – On a lined salver arrange: <ul style="list-style-type: none"><li>• Chilled bottle of beer</li><li>• Opener</li><li>• Dimple glass</li></ul>			



	.....			
<b>Sub-total</b>		<b>13</b>		
<b>C.</b>	<b>PLACEMENT OF PLATES USING TWO PLATE TECHNIQUE</b> <ul style="list-style-type: none"> <li>– Table laid with well laundered linen.</li> <li>– Hold first plate between thumb, index and middle fingers of left hand.</li> <li>– Place second plate on the platform</li> <li>– Carry third plate in right hand</li> <li>– Leaning forward, place first plate (on the right hand) centrally in front of the guest (guest's right side)</li> <li>– Move to the right side of the next guest, transfer second plate and place centrally in front of him.</li> </ul>	1/2 2 1/2 1 1/2 1 1 1/2		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
	– Proceed clockwise to the third guest repeating the procedure	1		
<b>Sub-total</b>		<b>8</b>		
<b>Sub-total for test two</b>		<b>30</b>		
	<b>TEST THREE:</b>			
<b>A.</b>	<b>PRESENTATION AND SERVICE OF ROSE WINE</b> <ul style="list-style-type: none"> <li>– Obtain from the dispense bar chilled</li> <li>– Take to the table in an ice bucket. Place on a stand</li> <li>– Present the bottle to the host showing the label</li> <li>– Place correct glass on the table (white wine goblet)</li> <li>– Clean serviette/napkin tied to the handle of the ice bucket</li> <li>– Cut foil, remove and wipe the top of the cork with napkin</li> <li>– Remove cork in accepted fashion</li> <li>– Place on a side plate at the head of the host's cover</li> <li>– Wipe the inside of the neck of the bottle</li> <li>– Wipe bottle dry</li> <li>– Hold for pouring with the label showing</li> <li>– Give a taste to the host/guest pouring from right</li> <li>– Fill the glass 3/4 full</li> <li>– Replace remaining wine in the bucket</li> <li>– On finishing pouring a glass of wine, twist the neck of the bottle and raise it at once.</li> </ul>	1 1/2 1 1 1 1 3 1/2 1 1 1/2 1 1 1/2 1		
<b>Sub-total</b>		<b>15</b>		
<b>B.</b>	<b>WRITING A SPECIAL CHECK (SUPPLEMENT)</b> <ul style="list-style-type: none"> <li>– Written in triplicate by waiter</li> </ul> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 5px;">Name of establishment</div>	1		

	Table No. .... ( ½ mk)      No. of covers ..... (½ mk) ..... Supplement (1mk) 1 x Maryland N/C (1 mk)  Date: (½ mk)                      signed. ( ½ mk) .....                                      .....			
	- Second signature above the first	1/2		
	<b>Sub-total</b>	<b>6</b>		
<b>C.</b>	<b>CLEARING OF THREE SOUP PLATES ON UNDERPLATES</b>			
	– Take sideways stance at the table (right)	1/2		
	– Pick first dirty soup plate on underplate and pass to the holding hand	1/2		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
	– Hold firmly between the thumb, first and second fingers. Form a platform	1/2		
	– Second soup plate on underplate placed on the platform	1/2		
	– Lower soup spoon placed in the upper soup plate	1/2		
	– Upper soup plate with two soup spoons placed in the lower soup plate, leaving underplate behind	2 1/2		
	– Clear third soup plate on underplate	1/2		
	– Lower soup spoons placed in the upper soup plate	1/2		
	– Upper soup plate with three soup spoons placed in the lower soup plate.	2		
	<b>Sub-total</b>	<b>9</b>		
	<b>Sub-total for test three</b>	<b>30</b>		
	<b>TEST FOUR</b>			
<b>A.</b>	<b>PRESENTATION AND SERVICE OF SPARKLING WINE</b>			
	– Table laid with well laundered linen	1/2		
	– Obtain from the dispense bar (well chilled)	1		
	– Take to the table in an ice bucket, place on a stand	1		
	– Place correct glass on the table. (flute)	1		
	– Identify wine verbally for host to confirm	1/2		
	– Take the bottle firmly in the left hand holding at an angle of 45° at waist level	1		
	– With right hand, locate wire ring on the neck of the bottle and untwist it	1		
	– Remove foil and cage, holding cork in place with thumb of left hand.	2		
	– Take service cloth in the palm of the hand (right) and with it, cover and firmly hold the cork	1		

	<ul style="list-style-type: none"> <li>– Hold base of the bottle with left hand, loosen cork and ease out gently with a service cloth</li> <li>– Hold for pouring</li> <li>– Fill glass <math>\frac{3}{4}</math> full</li> <li>– Leave bottle in cooler</li> </ul>	<p>2 <math>\frac{1}{2}</math></p> <p>1 <math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p>		
<b>Sub-total</b>		<b>14</b>		
<b>B.</b>	<p><b>LOADING OF DIRTIES AND CARRYING TO THE WASH-UP</b></p> <ul style="list-style-type: none"> <li>– Pile plates according to size on one end of service tray</li> <li>– Place all cutlery on the other end of tray</li> <li>– With the heavy side next to the waiter, slip the left hand palm facing up under the tray until it holds the centre of the try firmly. Check even support.</li> <li>– See that content is not sliding</li> <li>– Lift tray above the left shoulder or carry just under the waist line.</li> <li>– Lower tray with the help of the right hand on the wash-up bench</li> </ul>	<p>1</p> <p>1</p> <p>1 <math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p> <p>1 <math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p>		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
<b>C.</b>	<p><b>POLISHING 10 PIECES OF FLATWARE</b></p> <ul style="list-style-type: none"> <li>– Collect flatware, clean lined tray, service cloth and hot water</li> <li>– Open service cloth and transfer to left hand</li> <li>– Pick up flatware with right hand, dip in hot water and transfer to left hand on cloth</li> <li>– Using cloth, polish flatware with right hand without touching</li> <li>– Place neatly onto a clean lined tray</li> <li>– Results: well polished flatware, free from smudges</li> </ul>	<p>3</p> <p>1</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p>		
<b>Sub-total</b>		<b>10</b>		
<b>Sub-total for test four</b>		<b>30</b>		
<b>TEST FIVE</b>				
<b>A.</b>	<p><b>SERVICE OF GIN AND TONIC</b></p> <ul style="list-style-type: none"> <li>– On a lined salver assemble: <ul style="list-style-type: none"> <li>• Gin</li> <li>• Tonic water</li> <li>• Tot measure</li> <li>• Ice cubes</li> <li>• Short sprit glass</li> </ul> </li> <li>– Ask guest how much spirit they would like</li> <li>– At the side station, place ice cubes into glass and pour out required amount.</li> <li>– Take to the table on a lined salver; open soda, gin in glass and top up to <math>\frac{3}{4}</math> full. Place centrally infront of</li> </ul>	<p>3 <math>\frac{1}{2}</math></p> <p>1</p> <p>1</p> <p>4</p> <p><math>\frac{1}{2}</math></p>		

	<p>the guest</p> <ul style="list-style-type: none"> <li>– Leave remainder of the soda in front of the guest</li> <li>– Garnish glass with slice of lemon</li> </ul>	1		
	<b>Sub-total</b>	<b>11</b>		
B.	<p><b>LAYING OF LINEN ON A RECTANGULAR TABLE:</b></p> <ul style="list-style-type: none"> <li>– Collect molton, table cloth and naperones</li> <li>– Check table for cleanliness and steadiness</li> <li>– Cover with molton first</li> <li>– Stand centrally between the legs. (longer side)</li> <li>– Position folded table cloth on the table with the two woven edges towards you and the two folds of the concertina facing away</li> <li>– Hold the table cloth in the accepted fashion</li> <li>– Lean across, release the bottom layer of cloth to hang over the far edge of the table.</li> <li>– Reposition the horizontal crease</li> <li>– Release the hold on the centre fold (Inverted fold) and draw the top fold towards you</li> <li>– Check for evenness</li> </ul>	<p>1 ½</p> <p>1</p> <p>½</p> <p>½</p> <p>1</p> <p>1 ½</p> <p>½</p> <p>½</p> <p>2</p> <p>1</p>		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
	- Lay the naperones from the sharp corners of the table, with the corners hanging between the legs of the table.	<b>3</b>		
	<b>Sub-total</b>	<b>13</b>		
C.	<p><b>SETTING OF AN A' LA CARTE COVER</b></p> <ul style="list-style-type: none"> <li>– Table laid with well laundered linen</li> <li>– Lay napkin in a fish plate at the centre of a cover</li> <li>– Hold cutlery and flatware with a service cloth and give a final polish before setting.</li> <li>– Set fish knife on the side first</li> <li>– Set fish fork on the left</li> <li>– Set side plate with side knife on it, on the left of the fish fork.</li> <li>– Place water goblet at the tip of the fish knife</li> <li>– Tip handles of tableware set an inch from the edge of the table</li> <li>– Place table accompaniments to complete the presentation</li> </ul>	<p>½</p> <p>1</p> <p>1</p> <p>½</p> <p>½</p> <p>½</p> <p>1</p> <p>½</p> <p>½</p> <p>1</p>		
	<b>Sub-total</b>	<b>6</b>		
	<b>Sub-total for test five</b>	<b>30</b>		

## SECTION B

	DESCRIPTION	MAXIMUM	ACTUAL	REMARKS
--	-------------	---------	--------	---------

		SCORE	SCORE	
	<b>MARKS BROUGHT FORWARD</b>			
<b>1.</b>	<b>PERSONAL HYGIENE</b>			
	– Smart uniform, tidy hair, polished shoes, short nails, moderate jewellery and make up.	3		
	<b>Sub-total</b>	<b>3</b>		
<b>2.</b>	<b>MENU CARD</b>			
	– Reasonable size, correct order of dishes proper grouping and neatness	<b>3</b>		
	<b>Sub-total</b>	<b>3</b>		
<b>3.</b>	<b>MISE EN PLACE</b>			
<b>(a)</b>	Cleaning			
	– Cleanliness of the areas	3		
	– Arrangement of tables and chairs	1		
	– Stocking sideboard with cutlery, plates, cups, saucers, serviettes, clothes, glasses, service trays etc.	3		
	– Flowers – low arrangement	1		
	<b>Sub-Total</b>	<b>8</b>		
<b>(b)</b>	Table Setting			
	– Table cleaned and covered with an appropriate well laundered table cloth.	2		
	– Use of well cleaned and polished equipment	2		
	– Proper/correct setting of covers.	4		
	– Correct placement of other items	2		
	<b>Sub Total</b>	<b>10</b>		
<b>4.</b>	<b>SOCIAL SKILLS</b>			
	– Welcoming guests and presenting the menu card	2 ½		
	– Water glass turned up, water poured and order taken	2		
	<b>Sub Total</b>	<b>4 ½</b>		
<b>5.</b>	<b>SERVICE SKILLS</b>			
<b>(a)</b>	<b>Starter</b>			
	– With sideway stance, service of food from the right if plated or drinks	2		
	– Placed food neatly in correct order	1		
	– Clear methodically from right to the sideboard	1		
	– Take items to wash up on a tray	1		
	<b>Sub Total</b>	<b>5</b>		
<b>(b)</b>	<b>Main Meal</b>			
	– With sideway stance, serve from right	4		
	– Place food neatly in correct order	5		
	– Clear methodically from right to the sideboard	3		
	– Crumb down and adjust dessert cover	2		
	– Take items to wash up on a tray	1		
	<b>Sub Total</b>	<b>15</b>		
<b>(c)</b>	<b>Dessert</b>			



	– With sideway stance, serve appropriately from the right	3		
	– Clear methodically from the right and take items to the sideboards	2		
	<b>Sub Total</b>	<b>5</b>		
<b>(d)</b>	<b>Coffee</b>			
	– Correct placement of cup, saucer, spoon and sugar	4		
	– With sideway stances find out how the customer prefers the coffee. Serve from the right	3		
	– Clear methodically from right ending with the glasses. Take to wash up on a tray	3		
	<b>Sub Total</b>	<b>10</b>		
<b>6.</b>	<b>SERVICE MANAGEMENT</b>			
	– Efficiency, courtesy, poise alertness, pleasant manner			
	– Hygiene habits			
	– Steady during service			
	<b>Sub Total</b>	<b>6 ½</b>		
	<b>TOTAL</b>	<b>70</b>		
	<b>GRAND TOTAL</b>	<b>100</b>		

Comments on the work of the candidate:

.....

.....

.....

.....

**DECLARATION**

We the undersigned certify that this is a true assessment of the candidate’s work carried out under our supervision.

Supervisor’s Name:..... C.O.D: .....

Signature: ..... Signature: .....

Date:..... Date : .....

**Official Stamp**

