



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. :

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EXAMINER :

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SECTION A

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
A.	TEST ONE PREPARATION AND SERVICE OF CLEAR SOUP			
	– Table laid with well laundered linen	½		
	– Cover well set with dessert spoon, side plate, side knife, cruets and botter pats.	½		
	– Placing consommé cup on a saucer on an underplate (fish plate) well lined.	2		
	– Serving breadroll from a lined basket onto the side plate using a service fork and spoon from left	3 ½		
	– Presenting the soup centrally in front of the guest from the right hand side	1 ½		
Sub-total		9		
B.	PREPARATION OF BUTTER BLOCKS			
	– At the sidestation assemble butter, sharp knife, iced water, jug of very hot water and butter dish.	4		
	– Mark the butter (chilled) into blocks of your choice	1 ½		
	– Dip knife into hot water and let it warm	1 ½		
	– Cut butter on marked lines dipping knife into hot water between each cutting	2		
	– Place the blocks into iced water	1 ½		
	– Remove and present for service on a butter dish on a side plate.	2		
Sub-total		13		
C.	PRESENTATION AND SERVICE OF A BOTTLE OF LAGER			
	– On a lined salver arrange: <ul style="list-style-type: none"> • Chilled bottle of beer • Opener • Dimple glass • coasters 	3		
	– At the side station, check for flatness	½		
	– Open beer and check for signs of chipping	1		
	– Place glass centrally in front of the guest from the right side	½		
	– Place beer to the right of the glass on a coaster	½		
	– Hold bottle in the middle with the right hand, glass on the left and pour slowly ¾ full	1 ½		

	<ul style="list-style-type: none"> - Carry third plate in right hand - Leaning forward, place first plate (on the right hand) centrally in front of the guest (guest's right side) - Move to the right side of the next guest, transfer second plate and place centrally in front of him. 	<p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">1</p> <p style="text-align: center;">$1 \frac{1}{2}$</p>		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	- Proceed clockwise to the third guest repeating the procedure	1		
Sub-total		8		
Sub-total for test two		30		
	TEST THREE:			
A.	PRESENTATION AND SERVICE OF ROSE WINE <ul style="list-style-type: none"> - Obtain from the dispense bar chilled - Take to the table in an ice bucket. Place on a stand - Present the bottle to the host showing the label - Place correct glass on the table (white wine goblet) - Clean serviette/napkin tied to the handle of the ice bucket - Cut foil, remove and wipe the top of the cork with napkin - Remove cork in accepted fashion - Place on a side plate at the head of the host's cover - Wipe the inside of the neck of the bottle - Wipe bottle dry - Hold for pouring with the label showing - Give a taste to the host/guest pouring from right - Fill the glass $\frac{3}{4}$ full - Replace remaining wine in the bucket - On finishing pouring a glass of wine, twist the neck of the bottle and raise it at once. 	<p style="text-align: center;">1</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">3</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">1</p>		
Sub-total		15		
B.	WRITING A SPECIAL CHECK (SUPPLEMENT) <ul style="list-style-type: none"> - Written in triplicate by waiter <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Name of establishment</p> <p>Table No. ($\frac{1}{2}$ mk) No. of covers ($\frac{1}{2}$ mk)</p> <p>.....</p> <p style="text-align: center;">Supplement (1mk)</p> <p style="text-align: center;">1 x Maryland N/C (1 mk)</p> <p>Date: ($\frac{1}{2}$ mk) signed. ($\frac{1}{2}$ mk)</p> <p>..... </p> </div> <ul style="list-style-type: none"> - Second signature above the first 	<p style="text-align: center;">1</p> <p style="text-align: center;">$\frac{1}{2}$</p>		

	Sub-total	6		
C.	CLEARING OF THREE SOUP PLATES ON UNDERPLATES			
	– Take sideways stance at the table (right)	½		
	– Pick first dirty soup plate on underplate and pass to the holding hand	½		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	– Hold firmly between the thumb, first and second fingers. Form a platform	½		
	– Second soup plate on underplate placed on the platform	½		
	– Lower soup spoon placed in the upper soup plate	½		
	– Upper soup plate with two soup spoons placed in the lower soup plate, leaving underplate behind	2 ½		
	– Clear third soup plate on underplate	½		
	– Lower soup spoons placed in the upper soup plate	½		
	– Upper soup plate with three soup spoons placed in the lower soup plate.	2		
	Sub-total	9		
	Sub-total for test three	30		
	TEST FOUR			
A.	PRESENTATION AND SERVICE OF SPARKLING WINE			
	– Table laid with well laundered linen	½		
	– 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	½		
	– 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		
	– Hold base of the bottle with left hand, loosen cork and ease out gently with a service cloth	2 ½		
	– Hold for pouring	1 ½		
	– Fill glass ¾ full	½		
	– Leave bottle in cooler	½		
	Sub-total	14		
B.	LOADING OF DIRTIES AND CARRYING TO THE WASH-UP			
	– Pile plates according to size on one end of service tray	1		
	– Place all cutlery on the other end of tray	1		
	– With the heavy side next to the waiter, slip the left hand palm facing up under the tray until it holds the centre of			

	<p>the try firmly. Check even support.</p> <ul style="list-style-type: none"> – See that content is not sliding – Lift tray above the left shoulder or carry just under the waist line. – Lower tray with the help of the right hand on the wash-up bench 	<p>1 ½</p> <p>½</p> <p>1 ½</p> <p>½</p>		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
C.	<p>POLISHING 10 PIECES OF FLATWARE</p> <ul style="list-style-type: none"> – Collect flatware, clean lined tray, service cloth and hot water – Open service cloth and transfer to left hand – Pick up flatware with right hand, dip in hot water and transfer to left hand on cloth – Using cloth, polish flatware with right hand without touching – Place neatly onto a clean lined tray – Results: well polished flatware, free from smudges 	<p>3</p> <p>1</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p>		
	Sub-total	10		
	Sub-total for test four	30		
	TEST FIVE			
A.	<p>SERVICE OF GIN AND TONIC</p> <ul style="list-style-type: none"> – On a lined salver assemble: <ul style="list-style-type: none"> • Gin • Tonic water • Tot measure • Ice cubes • Short sprit glass – Ask guest how much spirit they would like – At the side station, place ice cubes into glass and pour out required amount. – Take to the table on a lined salver; open soda, gin in glass and top up to ¾ full. Place centrally in front of the guest – Leave remainder of the soda in front of the guest – Garnish glass with slice of lemon 	<p>3 ½</p> <p>1</p> <p>1</p> <p>4</p> <p>½</p> <p>1</p>		
	Sub-total	11		
B.	<p>LAYING OF LINEN ON A RECTANGULAR TABLE:</p> <ul style="list-style-type: none"> – Collect molton, table cloth and naperones – Check table for cleanliness and steadiness – Cover with molton first – Stand centrally between the legs. (longer side) – Position folded table cloth on the table with the two woven edges towards you and the two folds of the concertina facing away – Hold the table cloth in the accepted fashion – Lean across, release the bottom layer of cloth to hang 	<p>1 ½</p> <p>1</p> <p>½</p> <p>½</p> <p>1</p> <p>1 ½</p>		

	<ul style="list-style-type: none"> over the far edge of the table. – Reposition the horizontal crease – Release the hold on the centre fold (Inverted fold) and draw the top fold towards you – Check for evenness 	½ ½ 2 1		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	- Lay the naperones from the sharp corners of the table, with the corners hanging between the legs of the table.	3		
	Sub-total	13		
C.	SETTING OF AN A' LA CARTE COVER			
	– Table laid with well laundered linen	½		
	– Lay napkin in a fish plate at the centre of a cover	1		
	– Hold cutlery and flatware with a service cloth and give a final polish before setting.	1		
	– Set fish knife on the side first	½		
	– Set fish fork on the left	½		
	– Set side plate with side knife on it, on the left of the fish fork.	1		
	– Place water goblet at the tip of the fish knife	½		
	– Tip handles of tableware set an inch from the edge of the table	½		
	– Place table accompaniments to complete the presentation	1		
	Sub-total	6		
	Sub-total for test five	30		

SECTION B

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	MARKS BROUGHT FORWARD			
1.	PERSONAL HYGIENE			
	– Smart uniform, tidy hair, polished shoes, short nails, moderate jewellery and make up.	3		
	Sub-total	3		
2.	MENU CARD			
	– Reasonable size, correct order of dishes proper grouping and neatness	3		
	Sub-total	3		
3.	MISE EN PLACE			
(a)	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		
	Sub-Total	8		
(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		
	Sub Total	10		
4.	SOCIAL SKILLS			
	– Welcoming guests and presenting the menu card	2 ½		
	– Water glass turned up, water poured and order taken	2		
	Sub Total	4 ½		
5.	SERVICE SKILLS			
(a)	Starter			
	– 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		
	Sub Total	5		
(b)	Main Meal			
	– 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		
	Sub Total	15		
(c)	Dessert			
	– With sideway stance, serve appropriately from the right	3		
	– Clear methodically from the right and take items to the sideboards	2		
	Sub Total	5		
(d)	Coffee			
	– 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		
	Sub Total	10		
6.	SERVICE MANAGEMENT			
	– Efficiency, courtesy, poise alertness, pleasant manner			
	– Hygiene habits			
	– Steady during service			
	Sub Total	6 ½		
	TOTAL	70		

GRAND TOTAL	100		
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Comments on the work of the candidate:

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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