



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM M13)

BHC 2107: FOOD AND BEVERAGE SERVICE & SALES THEORY I

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 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 terms:
- i) Gueridon preparation (2 marks)
 - ii) Sommelier (2 marks)
 - iii) Crème du barry (2 marks)
 - iv) Aperitif (2 marks)
 - v) Dessert (2 marks)
- b) Cheeses differ from each other due to five (5) major reasons. Give the reasons. (5marks)
- c) Explain four (4) points to consider when structuring menus. (8marks)
- d) State seven (7) foods offered from the guests RIGHT hand side in both silver and plate style of service. (7 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) List three(3) constituents of coffee (3 marks)
- b) State four (4) characteristics of coffee. (4 marks)
- c) Explain four (4) points to consider in the storage of coffee. (4 marks)
- d) Discuss the causes of the following faults in coffee making:
- i) Flat coffee (3marks)
 - ii) Weak coffee (3marks)
 - iii) Bitter coffee (3marks)

QUESTION 3

- a) Explain the following beverage:
- i) Aerated water (2 marks)
 - ii) Aperient water (2marks)
 - iii) Squashes (2marks)
 - iv) Juices (2marks)
 - v) Virgin cocktails (2marks)

QUESTION 4

Discuss any five (5) styles of service. (20marks)

QUESTION 5

Discuss ten (10) emerging trends in the food and beverage service industry.

(20marks)