



# 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:** 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) Table set up is important before the start of service. Using diagram, illustrate the guest comer indicating all the flatwares. (16 marks)
- b) Waiters and waitresses should always check their service stations before service starts. What items should they check for. (6 marks)
- c) What are the four key points to consider when setting the dining atmosphere. (8marks)

### QUESTION 2

- a) Briefly state the eight basic etiquette of catering staff. (8 marks)
- b) What are the techniques of presenting a menu to a guest.. (7 marks)

### QUESTION 3

- a) Briefly explain the main responsibilities of the following food and coverage service staff
- i) Waiter/ress (3 marks)
  - ii) Sommelier (3marks)
  - iii) Maitre d'hôtel (3marks)
  - iv) Food and Beverage manager (3marks)
- b) What is the significance of Housekeeping and purchase and supply office to food and coverage department? (3marks)

### QUESTION 4

- a) Distinguish between two types of menus. (8 marks)
- b) What are the fine causes most commonly found in a modern menu (7 marks)

### QUESTION 5

- a) Name and explain four non-alcoholic drinks dispersed from the bar. (8marks)
- b) Name and give examples of spirits (7marks)

### QUESTION 6

- a) What is crumb down (3 marks)
- b) When do you tell that a guest have finished a course? (3marks)
- c) Describe the procedure for replacing a soiled table cloth. (9marks)

