



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION

(CCA J/M13)

BHC 1102 : FOOD AND BEVERAGE SERVICE AND SALES THEORY

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) Define the following terms
- i) Hot plate (2 marks)
 - ii) Side station (2 marks)
 - iii) Tableware (2 marks)
 - iv) Mise-en-place (2 marks)
 - v) Transport catering (2 marks)
- b) With the aid of a well labeled diagram outline the organization structure of a medium size hotel. (10 marks)
- c) Explain FIVE responsibilities of a bar manager. (10 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

Discuss any FIVE attributes of a food and beverage service personnel. (20marks)

QUESTION 3

- a) Identify the items that make up a table d'hôte cover. (5 marks)
- b) Explain the three main types of caterers under the off-premise catering. (15marks)

QUESTION 4

- a) Who is a waiter? (2marks)
- b) Discuss the undesirable qualities of a waiter. (18marks)

QUESTION 5

Explain the FIVE main service area found in a large hotel. (20marks)