



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM S12)

**BHC 2204: FOOD AND BEVERAGE SERVICE & SALES THEORY**

END OF SEMESTER EXAMINATIONS

**SERIES:** AUGUST 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 TWO printed pages.***

## SECTION A (Compulsory) 30 Marks

### QUESTION 1

- a) State five (5) miss-en-place and mise-en-scene tasks to be performed by the service staff before actual food and beverage service. (10marks)
- b) Explain five(5) details you would include in your briefing as a supervisor. (10marks)
- c) Explain factors affecting floor plans in the service area. (4marks)
- d) Explain any three (3) factors affecting table arrangement in the dining area. (6marks)

### SECTION Answer any Two questions from this section.(40marks)

### QUESTION 2

- a) Explain the term interpersonal skills as used in food & beverage service. (2marks)
- b) Explain four habits to avoid when conversing with a customer. (8marks)

### QUESTION 3

- a) Explain the term revenue control. (2marks)
- b) Explain the function of a revenue control system. (4marks)
- c) Discuss the following.
  - i) Cheque guarantee card (2marks)
  - ii) Debit cards (2marks)
  - iii) Credit cards (2marks)
  - iv) Charge cards (2marks)
  - v) Traveller's cheque (2marks)
  - vi) Eurocheque (2marks)
  - vii) Vouchers and tokens (2marks)

### QUESTION 4

- a) Explain the term beverage classify beverages. (3marks)
- b) Discuss any five styles of coffee served in a restaurant. (10marks)
- c) Explain generated waters giving two examples. (2marks)

### QUESTION 5

- a) Explain the meaning of staff training. (2marks)
- b) Explain the following terms used in training:
  - i) Job (2marks)
  - ii) Job Analysis (2marks)
  - iii) Job description (2marks)
  - iv) Task (2marks)