



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM J13)

BHC 2107: 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 Three printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain the meaning of the following terms.
 - i) Entrée (2marks)
 - ii) Releves (2marks)
 - iii) Hors d'oeuvres (2marks)
 - iv) Potage (2marks)
 - v) Entrement (2marks)
- b) Explain four (4) points to consider when structuring menus (8marks)
- c) Cheese differ from each other due to various reasons. Explain. (10marks)
- d) Explain the term gueridon preparation. (2marks)

SECTION B Answer any Two questions from this section.

QUESTION 2

- a) Discuss any five (5) types of menus. (10marks)
- b) Discuss buffet as a style of service. (10marks)

QUESTION 3

Discuss ten (10) challenges facing food and beverage service personnel. (20marks)

QUESTION 4

- a) State the three types of afternoon tea. (3marks)
- b) Tea menus vary a great deal depending on establishment. Explain this statement and state eight (8) items that commercial hotels, public restaurants and canteens would offer for afternoon tea. (9marks)
- c) Outline the order of service for afternoon teas. (8marks)

QUESTION 5

Describe the service of a pineapple and orange respectively. (20marks)