



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION  
(CCA M/S12)

## **BHC 1205: FOOD AND BEVERAGE SERVICE AND SALES PRACTICE**

END OF SEMESTER EXAMINATIONS  
MARKING SCHEME  
AUGUST 2013  
TIME: **3 HOURS**

**CANDIDATES NAME :**

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**COLLEGE NO :**

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**ID NO :**

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**DATE :**

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**QUESTION NO. :**

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**EXAMINER :**

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**SECTION A**

	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
<b>A.</b>	<b>SETTING A COVER</b>			
	– Requirements	1		
	– Teaspoon	0 1/2		
	– Joint fork	0 1/2		
	– Dessert fork	1 1/2		
	– Meat knife	0 1/2		
	– Dessert spoon/ fork	0 1/2		
	– Side plate			
	– Side knife			
	– Short tumbler			
	– Table clothed			
	– Side plate at the centre as a guide			
	– Joint knife to the right			
	– Teaspoon to the right of the knife			
	– Joint fork to the left.			
	– Dessert fork at the top of the cover handle to the left.			
	– Side plate to the left of the joint fork, side knife placed a quarter of it to the right.	1 1/2		
	– Short tumble/ goblet at the tip of the joint knife.	01		
	– Napkin at the centre of the cover.	0 1/2		
	– Table accompaniments placed on the table appropriately	01		
	– Setting an inch from the edge of the table	0 1/2		
	– Giving final polish while setting	0 1/2		
	<b>Sub-total</b>	<b>10</b>		
<b>B.</b>	<b>WELCOMING ONE GUEST AND TAKING AN APERITIF</b>			

	<b>ORDER</b> – Table well clothed. – Table well laid with a cover (Table d’hote/a la carte) – Welcome, sit and offer napkin. – Present drink list and allow time to make a choice – Pour water (right) – From left, take order – Take order in triplicate – Order to have relevant details: <ul style="list-style-type: none"> <li>• Name of establishment</li> <li>• Name of drink</li> <li>• Cost of drink</li> <li>• Table No.</li> <li>• No. of covers</li> <li>• Date</li> <li>• Signature</li> </ul>	02 03 1 ½ 0 ½ 0 ½ 01 01  3½		
<b>Sub-total</b>		<b>13</b>		
<b>C.</b>	<b>PRESENTATION AND SERVICE OF A BOTTLE OF LAGER</b> – On a lined salver arrange: <ul style="list-style-type: none"> <li>• Chilled bottle of beer</li> <li>• Opener</li> <li>• Dimple glass/beer stein</li> <li>• coasters</li> </ul> – At the side station, check for flatness – Open beer and check for signs of chipping – Place glass centrally in front of the guest from the right side – Place beer to the right of the glass on a coaster – Hold bottle in the middle with the right hand, glass on the left and pour slowly ¾ full – Leave the remaining beer on the table with the label facing the guest	01  02 ½ 1  ½ ½  1 ½  1		
<b>Sub-total</b>		<b>7</b>		
<b>Sub-total for test one</b>		<b>30</b>		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
<b>A.</b>	<b>TEST TWO</b> <b>SETTING A COVER</b> <ul style="list-style-type: none"> <li>• Dessert spoon</li> <li>• Meat fork</li> <li>• Meat knife</li> <li>• Dessert spoon/fork</li> <li>• Short tumbler.</li> </ul>			



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	<b>Sub-total</b>	<b>14</b>		
<b>C.</b>	<b>SERVICE OF TOMATO JUICE.</b> <ul style="list-style-type: none"> <li>- Requirements <ul style="list-style-type: none"> <li>• Goblet</li> <li>• Chilled tomato juice</li> <li>• Doily</li> <li>• Underpalte</li> <li>• Teaspoon</li> <li>• Worcester sauce</li> </ul> </li> </ul>	02		
	<ul style="list-style-type: none"> <li>- Serve chilled juice in a goblet, garnish with slice of lemon.</li> <li>- Carry glass on a doily on an underplate (side plate) with a teaspoon.</li> <li>- Shake the sauce, remove top and place on an under palte and offer as an accompaniment.</li> <li>- Present the juice from the guests right and place centrally infront of him.</li> </ul>	1 1/2 1 1/2  1 1/2 0 1/2		
	<b>Sub-total</b>	<b>06</b>		
	<b>Sub-total for test two</b>	<b>30</b>		
	<b>TEST THREE:</b>			
<b>A.</b>	<b>SETTING A COVER.</b> <ul style="list-style-type: none"> <li>• Soup spoon</li> <li>• Fish fork/knife</li> <li>• Dessert spoon/fork</li> <li>• Side plate</li> <li>• Butter knife</li> <li>• Short tumbler</li> </ul> <ul style="list-style-type: none"> <li>- Table well clothed</li> <li>- Side plate at the centre</li> <li>- Fish knife to the right</li> <li>- Soup spoon to the right of fish knife.</li> <li>- Fish fork to the left.</li> <li>- Dessert fork at the top of the cover.</li> <li>- Dessert spoon above the fork</li> <li>- Side plate to the left of fish fork with butter knife on its quarter to the right,</li> <li>- Short tumbler at the tip of fish knife.</li> <li>- Napkin at the centre of the cover</li> <li>- Place table accompaniments</li> <li>- Set cutleries &amp; flatwares an inch from the edge of table</li> <li>- Giving final polish while setting.</li> </ul>	01 0 1/2  01 0 1/2  01 0 1/4 0 1/4  1 1/2 01 0 1/2  01 0 1/2 0 1/2		

<b>Sub-total</b>		<b>10</b>		
<b>B.</b>	<b>PRESENTATION AND SERVICE OF RUM AND SODA</b>			
	- One part Rum	0½		
	• One part lime juice, coca cola to taste.	0½		
	- Enquire the quantity of the RUM the guest requires	01		
	- Into a Collins glass with rocks , pour the quantity	0½		
	- Add the lime	02		
	- On a lined salver, arrange the drink in a glass, soda, coasters.	0½		
	- Carry the salver on a pad on the palm of left hand	01		
	- Approach guest from right, take a sideways stance and present the drink.	0½		
	- Top up the drink with soda to taste ¾ full.	0½		
	- Leave remaining soda on the table on a coaster.			
<b>Sub-total</b>		<b>08</b>		
<b>C.</b>	<b>LAYING LINEN ON A RECTANGULAR TABLE:</b>			
	Requirements:			
	• Molton 1			
	• Table cloth 1			
	• Naperone 2	1 ½		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
	- Check table for cleanliness & steadiness	01		
	- Cover with Molton	01/2		
	- Stand centrally between the legs of the table with the chairs pulled out	0½		
	- Position folded table cloth appropriately i.e two folds of the concertina facing away	01		
	- Hold in the acceptable fashion	1 ½		
	- Lean across the table and release the bottom layer of the cloth to hang over the far edge of the table	0½		
	- Re-position the horizontal crease of the clothing at the centre of the table.	0½		
	- Release the hold on the centre (inverted / Double) and draw the top single towards you.	1 ½		
	- Centre the table cloth both vertically and horizontally with an equal drop all round.	0½		
	- Lay naperone from sharp corner hanging between the legs of the table.	03		
<b>Sub-total</b>		<b>12</b>		
<b>Sub-total for test three</b>		<b>30</b>		
	<b>TEST FOUR</b>			
<b>A.</b>	Requirement:			
	• Soup spoon			
	• Joint fork			

	<ul style="list-style-type: none"> <li>• Dessert spoons/2 fork</li> <li>• Side plate/knife</li> <li>• Short tumbler</li> </ul> <ul style="list-style-type: none"> <li>– Table clothed</li> <li>– Side plate at the centre</li> <li>– Meat fork to the right</li> <li>– Soup spoon to the right of meat fork</li> <li>– Dessert spoon to the left.</li> <li>– Dessert fork at the top of the cover.</li> <li>– Dessert spoon above the fork</li> <li>– Side plate to the left of the dessert spoon &amp; side knife on its quarter to the right</li> <li>– Short tumbler at the tip of the meat fork.</li> <li>– Napkin at the centre of the cover.</li> <li>– Place table accompaniments</li> <li>– Setting an inch from the edge of the table</li> <li>– Giving final polish while setting.</li> </ul>	<p>01 0 ½</p> <p>01 0 ½</p> <p>01 0 ½</p> <p>0 ½</p> <p>0 ½</p> <p>1 ½</p> <p>01 0 ½</p> <p>0 ½</p> <p>0 ½</p> <p>0 ½</p>		
<b>Sub-total</b>		<b>10</b>		
<b>B.</b>	<b>SERVICE OF HOT/COLD TOWELS</b> <ul style="list-style-type: none"> <li>– Stack two hot/cold moist towels/Napkins on a small tray/service plate.</li> <li>– Carry the tray on a pad on the palm of the left hand and offer from guests right</li> <li>– Move anticlockwise to the next guest.</li> <li>– Place tray at the centre of the table for guests to place towels after finishing</li> <li>– Clear tray with used towels</li> <li>– Check for table accompaniments and glass</li> </ul>	<p>01</p> <p>02 0 ½</p> <p>0 ½</p> <p>0 ½</p> <p>0 ½</p>		
	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
<b>C.</b>	<b>PRESENTATION AND SERVICE OF RED WINE.</b> <ul style="list-style-type: none"> <li>– Obtain from the dispense bar at room temperature</li> <li>– Take to the table in a wine basket</li> <li>– Present to the host with label showing.</li> <li>– Place correct glasses on the table (red wine goblet)</li> <li>– Cut foil, remove and wipe top of cork with service cloth.</li> <li>– Remove cork in accepted fashion.</li> <li>– Place on a side palte at the head of the hosts cover.</li> <li>– Wipe the inside of the neck of the bottle</li> </ul>	<p>02</p> <p>01</p> <p>1 ½</p> <p>02</p> <p>01</p> <p>03</p> <p>0 ½</p> <p>0 ½</p>		

	<ul style="list-style-type: none"> <li>– Hold for pouring with label showing</li> <li>– Give a taste to the host pouring from right.</li> <li>– Fill glasses <math>\frac{3}{4}</math> full.</li> <li>– Replace remaining wine in the basket.</li> <li>– On finishing pouring, twist the neck of the bottle and raise it at once.</li> </ul>	<p>0½</p> <p>0½</p> <p>0½</p> <p>0½</p> <p>01/2</p>		
<b>Sub-total</b>		<b>15</b>		
<b>Sub-total for test four</b>		<b>30</b>		
<b>TEST FIVE</b>				
A.	<p><b>SETTING A TABLE D'HOTE COVER</b></p> <ul style="list-style-type: none"> <li>– On a lined salver/service plate <ul style="list-style-type: none"> <li>• Fish knife/fork</li> <li>• Soup spoon</li> <li>• Dessert spoon/fork</li> <li>• Meat knife/fork</li> <li>• Water goblet</li> <li>• Side plate/ knife</li> <li>• Napkin.</li> </ul> </li> <li>– Side plate at the centre.</li> <li>– Meat knife to the right</li> <li>– Fish knife to the right of meat knife.</li> <li>– Soup spoon to the right of fish knife</li> <li>– Meat fork to the left</li> <li>– Fish fork to the left of meat fork</li> <li>– Dessert fork at the top of the cover</li> <li>– Side plate to the left of fish fork, butter knife on its quarter to the right.</li> <li>– Water goblet at the tip of the meat knife</li> <li>– Napkin at the centre of the cover.</li> <li>– Place table accompaniments to complete the set up.</li> <li>– Giving final polish while setting</li> <li>– Setting an inch from the edge of the table.</li> </ul>	<p>01</p> <p>0½</p> <p>0½</p> <p>0½</p> <p>0½</p> <p>0½</p> <p>0½</p> <p>0½</p> <p>01</p> <p>0½</p> <p>01</p> <p>0½</p> <p>01</p>		
<b>Sub-total</b>		<b>10</b>		
B.	<p><b>PRESENTATION AND SERVICE OF ORANGE SQUASH FROM THE LOUNGE</b></p> <ul style="list-style-type: none"> <li>– At the side station, assemble the following on a lined salver <ul style="list-style-type: none"> <li>• A measure of squash in a tumbler</li> <li>• Jug of ice bucket &amp; tongs (on an under plate)</li> <li>• Soda water</li> <li>• Coaster.</li> </ul> </li> <li>– Place coaster on the side table and the glass containing the squash on it</li> <li>– Add the ice</li> </ul>	<p>01</p> <p>04</p> <p>01</p> <p>01</p>		



	<ul style="list-style-type: none"> <li>– Enquire whether the guest wishes to take ice water or soda water to be added.</li> <li>– Drinking straws to be placed in the glass last is required.</li> <li>– Leave iced water and the ice bucket on the side table on under plates</li> </ul>	01 0½ 0½		
	<b>Sub-total</b>	<b>10</b>		
		<b>MAXIMUM SCORE</b>	<b>ACTUAL SCORE</b>	<b>REMARKS</b>
<b>C.</b>	<b>CHANGING A WET NAPERONE FROM AN OCCUPIED TABLE.</b> <ul style="list-style-type: none"> <li>– Ensure the guest is okay, if necessary remove food and place in the hot plate.</li> <li>– Seat the guest at another table and allow him to continue with the meal</li> <li>– Clear dirty items to the side station and arrange in a tray</li> <li>– Keep clean items on the side station for relaying</li> <li>– Bring clean maperone to the table, position yourself at the sharp corner of the table and lay appropriately picking the soiled one.</li> <li>– Straighten and adjust evenly on the table.</li> <li>– Re-lay the table as quickly as possible.</li> </ul>	0½  02 01 01  04 0½ 01		
	<b>Sub-total</b>	<b>10</b>		
	<b>Sub-total for test five</b>	<b>30</b>		

### SECTION B

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	<b>MARKS BROUGHT FORWARD</b>			
<b>1.</b>	<b>PERSONAL HYGIENE</b>			
	<ul style="list-style-type: none"> <li>– Smart uniform, tidy hair, polished shoes, short nails, moderate jewellery and make up.</li> </ul>	3		
	<b>Sub-total</b>	<b>3</b>		
<b>2.</b>	<b>MENU CARD</b>			
	<ul style="list-style-type: none"> <li>– Reasonable size, correct order of dishes proper grouping and neatness</li> </ul>	3		
	<b>Sub-total</b>	<b>3</b>		
<b>3.</b>	<b>MISE EN PLACE</b>			
<b>(a)</b>	Cleaning <ul style="list-style-type: none"> <li>– Cleanliness of the areas</li> <li>– Arrangement of tables and chairs</li> </ul>	3 1		

	– Stocking sideboard with cutlery, plates, cups, saucers, serviettes, clothes, glasses, service trays etc.	3		
	– Flowers – low arrangement	1		
	<b>Sub-Total</b>	<b>8</b>		
<b>(b)</b>	<b>Table Setting</b>			
	– Table cleaned and covered with an appropriate well laundered table cloth.	2		
	– Use of well cleaned and polished equipment	2		
	– Proper/correct setting of covers.	4		
	– Correct placement of other items	2		
	<b>Sub Total</b>	<b>10</b>		
<b>4.</b>	<b>SOCIAL SKILLS</b>			
	– Welcoming guests and presenting the menu card	2 ½		
	– Water glass turned up, water poured and order taken	2		
	<b>Sub Total</b>	<b>4 ½</b>		
<b>5.</b>	<b>SERVICE SKILLS</b>			
<b>(a)</b>	<b>Starter</b>			
	– With sideway stance, service of food from the right if plated or drinks	2		
	– Placed food neatly in correct order	1		
	– Clear methodically from right to the sideboard	1		
	– Take items to wash up on a tray	1		
	<b>Sub Total</b>	<b>5</b>		
<b>(b)</b>	<b>Main Meal</b>			
	– With sideway stance, serve from right	4		
	– Place food neatly in correct order	5		
	– Clear methodically from right to the sideboard	3		
	– Crumb down and adjust dessert cover	2		
	– Take items to wash up on a tray	1		
	<b>Sub Total</b>	<b>15</b>		
<b>(c)</b>	<b>Dessert</b>			
	– With sideway stance, serve appropriately from the right	3		
	– Clear methodically from the right and take items to the sideboards	2		
	<b>Sub Total</b>	<b>5</b>		
<b>(d)</b>	<b>Coffee</b>			
	– Correct placement of cup, saucer, spoon and sugar	4		
	– With sideway stances find out how the customer prefers the coffee. Serve from the right	3		
	– Clear methodically from right ending with the glasses. Take to wash up on a tray	3		
	<b>Sub Total</b>	<b>10</b>		
<b>6.</b>	<b>SERVICE MANAGEMENT</b>			
	– Efficiency, courtesy, poise alertness, pleasant manner			
	– Hygiene habits			

	– Steady during service			
	<b>Sub Total</b>	<b>6 ½</b>		
	<b>TOTAL</b>	<b>70</b>		
	<b>GRAND TOTAL</b>	<b>100</b>		

Comments on the work of the candidate:

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**DECLARATION**

We the undersigned certify that this is a true assessment of the candidate’s work carried out under our supervision.

**Supervisor’s Name:**..... **C.O.D:** .....

**Signature:** ..... **Signature:** .....

**Date:**..... **Date :** .....

**Official Stamp**