



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

**BHC 2101: INTRODUCTION TO FOOD AND BEVERAGE SERVICE
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 following terms:
 - i) Commis de rang (1mark)
 - ii) Demi chef, de rang (1mark)
 - iii) Maitre de hotel. (1mark)
 - iv) Chef d'etage (1mark)
 - v) Sommelier (1mark)
- b) Discuss any five (5) attributes of food and beverage service personnel. (10marks)
- c) Explain ten (10) factors to consider when purchasing service equipment. (10marks)
- d) Explain five (5) causes of accidents in the service area. (5marks)

SECTION A(Answer any Two questions from this section)

QUESTION 2

Discuss the five service areas and auxicillary departments. (20marks)

QUESTION 3

- a) Discuss five factors to consider when choosing table covering & linen. (10marks)
- b) Outline the procedure for laundering cotton/linen table covering. (10marks)

QUESTION 4

Discuss the historical development of ten (10) food and beverage service sectors. (20marks)

QUESTION 5

Discuss health regulations concerning hygiene in the service area. (20marks)