



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING

(CC J10)

FOOD & BEVERAGE SERVICE AND SALES THEORY

END SEMESTER EXAMS

SERIES: APRIL/MAY 2010.

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
 2. Section **A** is compulsory. Answer **ALL** questions.
 3. Answer any **TWO** questions from Section **B**.
 4. Switch off your mobile phones
- Cheating in examination leads to disqualification.

SECTION A
(COMPULSORY)

- Q.1 (a) Define the following terms as used in food and beverage outlets.
- (i) Cover (2 marks)
 - (ii) The hot plate (2 marks)
 - (iii) Table ware (2 marks)
 - (iv) The wash up (2 marks)
 - (v) Station (2 marks)
- (b) (i) Who is a waiter? (2 marks)
- (ii) List **EIGHT** qualities of a good waiter. (8 marks)
- (c) (i) Outline **FOUR** uses of a service salver. (4 marks)
- (ii) Identify **SIX** etiquettes of a food and beverage service staff. (6 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.2 (a) Write short notes on:-
- (i) Hygiene (4 marks)
 - (ii) Safety (3 marks)
 - (iii) Single point service (3 marks)
- (b) Briefly explain the **FIVE** (5) main food service methods. (10 marks)
- Q.3 (a) Explain the **FIVE** main needs of a customer that must be satisfied by the service personnel. (10 marks)
- (b) Explain the duties of the following food and beverage staff:-
- (i) Food & Beverage Manager (4 marks)
 - (ii) Restaurant Supervisor (3 marks)
 - (iii) Cashier (3 marks)
- Q.4 (a) Draw and label a chart showing various sectors of Food and Beverage service industry (15 marks)
- (b) Discuss **FIVE** points to consider when purchasing service equipments. (5 marks)