



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION

(CCA A09)

## **FOOD AND BEVERAGE SERVICE AND SALES THEORY**

END OF 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**. ALL questions carry equal marks.

## SECTION A

(Answer **ALL** questions.)

- Q.1 (a) Define the following terms:
- (i) Menu (2 marks)
  - (ii) Aboyeur (2 marks)
  - (iii) A cover (2 marks)
  - (iv) Apéritif (2 marks)
  - (v) Liquer (2 marks)
- (b) Outline **FOUR** reasons for production of flat coffee. (2 marks)
- (c) Explain the **TWO** main methods of making cocktails. (4 marks)
- (d) Discuss **FIVE** points to consider when preparing a menu card. (10 marks)
- (e) Point out **FOUR** instances a waiter is required to wash his/her hands. (4 marks)

## SECTION B

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

- Q.2 (a) Describe **SEVEN** steps of food and beverage procedure/sequence. (14 marks)
- (b) Outline the rules to observe when storing tea/coffee. (4 marks)
- (c) Name **FOUR** table accessories. (2 marks)
- Q.3 (a) List **SIX** previous preparation duties in food and beverage service. (6 marks)
- (b) Identify **SIX** etiquettes of a food and beverage staff. (6 marks)
- (c) Explain **FOUR** responsibilities of a food and beverage manager. (8 marks)
- Q.4 (a) Describe **THREE** classes of non-alcoholic beverages found in the dispense-bar and give **two** examples in each case. (12 marks)
- (b) State **FOUR** uses of underplates. (2 marks)
- (c) Explain **FOUR** reasons why people eat away from home. (6 marks)