



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM MO7/A07)

FOOD AND BEVERAGE SERVICE & SALES THEORY V

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.
3. Answer any **TWO** questions from Section **B**.

SECTION A (COMPULSORY)

- Q.1 (a) Describe the mise-en-place needed to be done for a successful gueridon service. (10 marks)
- (b) It is important that a restaurant supervisor briefs the waiters and waitresses just before service. Which are the key issues in this brief and what reasons are there for highlighting them. (10 marks)
- (c) State the guidelines that helps determine the service method chosen for a function. (5 marks)
- (d) What is a table sitting plan? To who are these table plans given and why? (5 marks)

SECTION B

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

- Q.2 (a) You have been made the sales manager for Hospitality Complex and Training Restaurant. You are required to prepare packages for functions, meetings and events. Which are the important content to include in these packages. (15 marks)
- (b) Prepare a package for a one day seminar for 100 secondary school principals. (5 marks)
- Q.3 (a) Outline the procedure of gueridon service. (10 marks)
- (b) What is the purpose of staff instruction sheets as prepared for each function? (2 marks)
- (c) In a function, which are general considerations for service staff when preparing the staff sheets. (8 marks)

Q.4 Your friend has a graduation party and has approached you to plan and organize an outdoor event to be held in the polytechnic grounds lower pitch.

Make a detailed checklist of what you need to prepare.

(20 marks)