



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J09)

FOOD AND BEVERAGE SERVICE AND SALES THEORY

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

- This paper consists of **TWO** sections **A** and **B**.
- Section **A** is compulsory. Answer **ALL** questions.
- Answer any **TWO** questions from Section **B**. All questions carry equal marks
- Mobile phones are not allowed in the examination room

SECTION A (30 marks)

Answer **ALL** questions.

- Q.1 (a) Define the following terms used in food and beverage:
- (i) Wine (2 marks)
 - (ii) Liqueur (2 marks)
 - (iii) Dummy waiter (2 marks)
 - (iv) Charger (2 marks)
 - (v) Alcoholic beverage (2 marks)
- (b) Describe the procedure for the service of hot/cold towels to guests. (6 marks)
- (c) Explain any **FOUR** types of dining arrangements used in food and beverage service areas. (8 marks)
- (d) State any **FOUR** types of accidents that may occur in a given food and beverage service area. (2 marks)
- (e) Differentiate between intensity and value as used in functions decoration. (4 marks)

SECTION B

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

- Q.2 (a) What are spirits? (2 marks)
- (b) Mr. Kaira attended an interview at the Silver Palate Resort and failed to group the most popular spirits found in the bars into their appropriate classes. Explain to Kaira the **FIVE** main groups of spirits with two relevant examples in each case. (15 marks)
- (c) Identify the spirits made from the following bases:
- (i) Grapes (1 mark)
 - (ii) Sugar cane (1 mark)
 - (iii) Pulque (1 mark)
- Q.3 (a) Identify any **FIVE** factors that may influence the quality of wine. (5 marks)
- (b) You have been contracted to plan a bar for an upcoming hotel in Malindi town. Advise the Director on **FIVE** factors that should be given prime consideration for effective and efficient operation. (15 marks)
- Q.4 (a) List any **FIVE** Post Service tasks. (5 marks)

- (b) During Planning, Mary who is a 1st year student had a question on the presentation and service of a local white wine to a guest. Having been approached with the challenge, outline the steps she should follow during her demonstration. (15 marks)
- Q.5 (a) Explain **TEN** points a bar man should put into consideration when making a guest's cocktail. (10 marks)
- (b) Explain any **FIVE** documents used in the control of beverage in the large establishments. (10 marks)