



# **THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

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

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J08)

## **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 in Section **A**
- Answer any **TWO** questions from Section **B**. All questions carry equal marks
- Mobile phones are not allowed in the exam room

## SECTION A (30 marks)

Answer **ALL** questions.

- Q.1 (a) Distinguish between Mise-en-place and Mise-en-Scene. (4 marks)
- (b) Identify any **FIVE** activities performed by assistants during each of the above 1(a) mentioned terms. (10 marks)
- (c) You are the manager of the day at the training restaurant during a practical lesson and a guest suggests that the fish served is 'off'. With the aid of a well labeled diagram, explain the steps an assistant should take to handle the situation. (16 marks)

## SECTION B

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

- Q.2 (a) What are gratuities? (2 marks)
- (b) In function administration, when a client is ready to make a booking for a function, a file is opened to hold the details of the client and the requirements for the Particular function. At the last meeting with a client, confirmation is done and a booking form completed. Using relevant examples, explain the details of the booking form. (18 marks)
- Q.3 (a) Identify any **TWO** uses of a service plate. (2 marks)
- (b) Mr. Kamau has been invited for an interview at the Mombasa Village Resort for the post of a supervisor. Explain the main supervisory duties he will be expected to carry out in order to succeed if at all he qualifies for the job. (18 marks)
- Q.4 (a) List the **SEVEN** stages of the food and beverage service sequence in the correct order. (7 marks)
- (b) Explain the steps one is required to follow when carrying out a **THREE PLATE CARRYING TECHNIQUE** during presentation of food to guests. (13 marks)
- Q.5 (a) What does the intensity of a color refer to? (2 marks)
- (b) Outline the procedure for the service of a 3-course meal. (18 marks)