



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

**(MMUST)**

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

MAIN EXAMINATION

THIRD YEAR, FIRST SEMESTER EXAMINATIONS

FOR DIPLOMA

OF

HOSPITALITY AND INSTITUTIONAL MANAGEMENT

COURSE CODE: DHIM 046

COURSE TITLE: BAR OPERATION TECHNIQUES

DATE: 25/4/2023

TIME: 8-10AM

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**INSTRUCTIONS TO CANDIDATES**

Answer all questions in SECTION A and B

Answer two questions from section C.

**MMUST observes ZERO tolerance to examination Cheating**

*This paper consists four printed Pages. Please Turn Over*

**SECTION A: Answer All Questions (10 Marks)**

1. Bar efficiency is measured by \_\_\_\_\_.
  - A. Number of guests served.
  - B. Labor efficiency standards.
  - C. Pour cost.
  - D. Contribution percentage profits.
  
2. Which of the following is a type of bar pilferage?
  - A. Over pour liquor.
  - B. Under pour liquor.
  - C. Overcharge guests for drinks.
  - D. All of the above.
  
3. Which of the following is NOT a type of a bar?
  - A. Sports bar.
  - B. Steel bar.
  - C. Plastic bar.
  - D. Cocktail bar.
  
4. The main responsibility when serving people is \_\_\_\_\_.
  - A. To give food and drinks to the guests.
  - B. Talk in a polite manner.
  - C. Serve with a smile.
  - D. All of the above.
  
5. The food and beverage department often contribute what profit margin from operations?
  - A. 10-15%.
  - B. 25-30%.
  - C. 35-40%.
  - D. 15-18%.

6. A shopper will use the bar like any other guest but paid to watch for pilferage.
- A. True.
  - B. False.
7. Which of the following helps meet the acceptance and esteem needs of customers?
- A. Calling by name.
  - B. Creating a sense of safety.
  - C. Providing quality food.
  - D. Providing good lighting.
8. The person who serves alcoholic beverages in a restaurant is called a :
- A. Commise de rang.
  - B. Trancheur.
  - C. Sommelier.
  - D. Debarrasseur.
9. If wine is spilt on the tablecloth a waiter should:
- A. Clear the table of everything and sponge the stain with milk.
  - B. Cover the soiled area with a clean table napkin by unrolling it over the spillage.
  - C. Ask the customer to wait in the lounge while he fetches a clean cloth.
  - D. Take the plates of food to the sideboard and change the cloth.
10. Which of the following groups does NOT contain a liqueur:
- A. Campari, Cherry Brandy, Grande Champagne, Goldwasser.
  - B. Grappa, Schnapps, Bacardi, Pernod.
  - C. Drambuie, Glayva, Grand Marnier, Drambuie.
  - D. Benedictine, Crème de Menthe, Kahlua, Cointreau.

**SECTION B: THIS SECTION CONSISTS OF SHORT ANSWER QUESTIONS OF SIX MARKS EACH. ANSWER ALL QUESTIONS (30 MARKS).**

11. Identify **TWELVE** non-alcoholic bar provisions. (6 Marks)
12. State **SIX** points to consider while designing a cellar. (6 Marks)
13. Identify **SIX** points to consider while pricing a drink menu. (6 Marks)
14. State **SIX** post service duties in a bar. (6 Marks)
15. Highlight **SIX** policies that hospitality establishment may adopt for the bar staff. (6 Marks)

**SECTION C: THIS SECTION CONSISTS OF THREE LONG ANSWER QUESTIONS OF FIFTEEN MARKS EACH. ANSWER TWO QUESTIONS.**

16. Discuss the storage of wines. (15 Marks)
17. Describe the procedure of serving Champaign /sparkling wine. (15 Marks)
18. Discuss the different methods involved in mixology. (15 Marks)