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BHM 201, MAIN EXAMS.



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR**

SECOND YEAR, FIRST SEMESTER

MAIN EXAMINATION

FOR THE DEGREE

OF

B.Sc. HOSPITALITY AND INSTITUTIONAL MANAGEMENT

COURSE CODE: BHM 201

COURSE TITLE: FOOD AND BEVERAGE SERVICE I

DATE: MONDAY 11TH DECEMBER 2023

TIME: 3 - 5 P.M

INSTRUCTIONS TO CANDIDATES

Answer ALL questions in SECTION A and B

Answer TWO questions from section C.

TIME: 2Hours

MMUST observes ZERO tolerance to examination Cheating

This paper consists THREE printed Pages. Please Turn Over

SECTION A: Answer ALL questions (10 MARKS).

1. Food and Beverage Service operations involve a multitude of activities which include;
 - A. analyzing the business outcomes to decide future policies.
 - B. purchase of food and beverages.
 - C. continuously maintaining food quality.
 - D. keeping of food produced.
2. Menu planning is beneficial in the following areas EXCEPT;
 - A. purchasing of essential material in advance.
 - B. merchandising of the food.
 - C. evaluating the dietary needs.
 - D. pricing of the food.
3. The basic information that should be captured in a restaurant incident report include _____
 - A. name, address and telephone number of health personnel involved
 - B. address and telephone number of the service staff involved
 - C. action taken
 - D. time the client was taken to the health facility
4. Which of the following option is **FALSE**?

	Method	Description
A	Manual	Soiled ware washed by hand or brush machine.
B	Automatic Conveyor	Soiled ware loaded in baskets, mounted on a conveyor by operators for automatic transportation through a dishwashing machine.
C	Flight Conveyor	Soiled ware loaded within pegs mounted on a conveyor, by operators for automatic transportation through a dishwashing machine.
D	Deferred wash	Soiled ware collected together, stripped, sorted and stacked by operators for storage.

5. _____ is an example of sales promotion in the restaurant.
 - A. Children's menu
 - B. Complimentary food
 - C. Garnishing
 - D. All of the above
6. 'It offers a wider variety of choice, including cereals, fruit, juices, yogurt, ham, cheese, assorted bread items and a wide selection of beverages'.
 - A. Café Complete.
 - B. Continental breakfast.
 - C. Café simple.
 - D. Full breakfast.

7. Order taking is from the _____ hand of the customer.
 - A. left
 - B. left and right
 - C. right
 - D. over
8. Service of wine should be;
 - A. Without food.
 - B. With food.
 - C. After food.
 - D. Before food.
9. Silver service is from;
 - A. The left side of the guest.
 - B. The left side of the server.
 - C. The right side of the guest.
 - D. The right side of the server.
10. The Food and Beverage service staff must possess the following key requirements;
 - A. An academic qualification.
 - B. Competence in technical skills.
 - C. Fluency in English.
 - D. Mastery of a foreign language.

SECTION B: Answer ALL questions in this section (30 MARKS).

11. Highlight **SIX** factors which influence food and beverage purchase. (6 Marks)
12. List any **SIX** functions of the menu. (6 Marks)
13. Describe the procedure for carrying out room service. (6 Marks)
14. Explain the first **SIX** steps a food service staff should take in case of a spillage during food service. (6 Marks)
15. Highlight **SIX** technical skills required in food and beverage service. (6 Marks)

SECTION C; Answer any TWO questions. (30 MARKS).

16. Describe the order of service of a three-course meal. (15 Marks)
17. You have been approached by Bumba Technical Training Institute to train their students specifically on waiter service. Give an outline of your lesson. (15 Marks)
18. In order to ensure personal hygiene, the service staff must follow given basic principles. Explain. (15 Marks)

