

Name _____

Index No. _____

2802/304

Candidate's Signature _____

2819/304

Date _____

**FOOD AND BEVERAGE SERVICE
AND SALES MANAGEMENT THEORY**

June/July 2015

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**TECHNICAL INDUSTRIAL VOCATIONAL AND ENTREPRENEURSHIP
TRAINING**

**DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT
DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE II**

FOOD AND BEVERAGE SERVICE AND SALES MANAGEMENT THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

*This paper consists of **SIX** questions.*

*Answer any **FIVE** questions in the spaces provided in this question paper.*

All questions carry equal marks.

*Do **NOT** remove any pages from this question paper.*

Candidates should answer the questions in English.

For Examiner's Use Only

Questions	1	2	3	4	5	6	TOTAL SCORE
Candidate's Score							

This paper consists of 16 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. (a) State **four** types of wine and drinks lists. (4 marks)
- (b) Highlight **six** duties of a cashier for a table and assisted service. (6 marks)
- (c) Explain each of the following performance measures in Food and Beverage service:
- (i) seat turnover;
 - (ii) sales per square metre;
 - (iii) sales per seat available;
 - (iv) average spend per head;
 - (v) stock turn over. (10 marks)
2. (a) State **four** uses of a service plate. (4 marks)
- (b) Describe the following revenue control systems:
- (i) satellite stations;
 - (ii) pre-checking system;
 - (iii) manual system. (6 marks)
- (c) Outline rules to be observed when making coffee in bulk. (10 marks)
3. (a) Highlight **six** after service clearing tasks carried out by counter service staff. (6 marks)
- (b) Explain **three** techniques used to enhance visual selling in Food and Beverage Service. (6 marks)
- (c) Outline the procedure for under taking service of Food and Beverage in hospitals. (8 marks)
4. (a) Explain **five** points to consider when carving meat. (4 marks)
- (b) Explain **three** reasons for evaluating wines and other drinks. (6 marks)
- (c) Explain **five** problems associated with outdoor catering. (10 marks)
5. (a) State **five** roles of the management in Health and Safety at work Act.1974. (5 marks)
- (b) Highlight **five** points to consider when taking Food and Beverage orders from children. (5 marks)
- (c) Explain the meaning of each of the following terms as used in the Food and Beverage Service operations:
- (i) crumb down;
 - (ii) draught beer;
 - (iii) garnish;
 - (iv) sorbet;
 - (v) waiter's friend. (10 marks)

