



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY, TRAVEL & TOURISM MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2021/2022 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY MANAGEMENT**

DHM081-FOOD AND BEVERAGE SUPERVISION

DURATION: 2 HOURS

Instructions to candidates:

1. Answer question One and Any Other Two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Explain the following terms as used in food and beverage supervision:
- i. Mise en place (2marks)
 - ii. Dovetailing (2marks)
 - iii. Table accompaniments (2marks)
 - iv. Barbeque (2marks)
 - v. Crumbing down. (2marks)
- b) Identify five main resources available to food and beverage manager. (5marks)
- c) State any five main duties of a food and beverage manager. (5marks)
- d) List five main department in a modern kitchen. (5marks)
- e) Identify five types of sales promotion methods that are used by food service operations. (5marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain what you understand by the term “due diligence” (2marks)
- b) Summarise the responsibilities of a food and beverage supervisor in ensuring health and safety regulations are met. (10marks)
- c) Describe eight symptoms that can indicate customer relations problems in a food service operation. (8marks)

QUESTION THREE (20 MARKS)

- a) Discuss five factors that might affect the customers’ enjoyment of a specific meal experience in a particular operation. (10marks)
- b) A food beverage operation must continually monitor its performance and levels of customer satisfaction so that it can take action as appropriate to maintain and improve the level of business. Discuss five methods of monitoring business performance in food and beverage operations. (10marks)

QUESTION FOUR (20 MARKS)

- a) Using a flowchart diagram, summarise the flow of food checks in a food and beverage operation. (8marks)
- b) Describe five duties of a food and beverage cashier in a restaurant. (5marks)
- c) List and explain seven books of record used to control beverages in catering operation. (7marks)