



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS.**

**UNIVERSITY EXAMINATION FOR THE DEGREE IN TOURISM MANAGEMENT.**

**2<sup>ND</sup> YEAR 2<sup>ND</sup> SEMESTER 2022/2023 ACADEMIC YEAR.**

**MAIN CAMPUS.**

---

**COURSE CODE: BTB 1210.**

**COURSE TITLE: FOOD AND BEVERAGE MANAGEMENT.**

**TIME: 2.00 HOURS.**

**INSTRUCTIONS:**

- 1. Answer Question ONE (COMPULSORY) and ANY other TWO questions.**
- 2. Candidates are advised NOT to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

## **QUESTION ONE (30 MARKS)**

a. Define the following terms, as used in Food and Beverage Management.

- i.** Food and Beverage Management **(2 Marks)**
- ii.** Service Sequence **(2 Marks)**
- iii.** Hospitality **(2 Marks)**
- iv.** Meal Experience **(2 Marks)**
- v.** à la carte menu **(2 Marks)**

**b.)** Select the correct answer in the following statements. **(10 Marks)**

- i.** Food and beverage is a general term used in;
  - a.** Serving.
  - b.** Catering.
  - c.** Hospitality.
  - d.** None of the above.
  
- ii.** Food and beverage service can be divided in how many categories;
  - a.** 2.
  - b.** 3.
  - c.** 4.
  - d.** 5.
  
- iii.** Which of the following combination of items would you find at a waiters' station?
  - a.** Side plates, dessert bowls and water glasses.
  - b.** Napkins, menus and dessert cutlery.
  - c.** Sugar bowls, teaspoons and coffee plunger.
  - d.** Tablecloths, under plates and bread knives.
  
- iv.** At which stage of food service should pre-dinner drink glasses be removed?
  - a.** After the bread has been eaten.
  - b.** Just before the main course is served.
  - c.** After wine has been ordered for the table.
  - d.** When the drink is finished.
  
- v.** The term "catering" refers to:
  - a.** Setting up a banquet operation.
  - b.** Serving a banquet operation.
  - c.** Selling a banquet function.
  - d.** All of these.

**vi.)** Which of the following is not a direct report to the director of food and beverage operations in large hotels?

- a.)** Human resources manager.
- b.)** Purchasing manager.
- c.)** Accounting manager.
- d.)** None of these are typically direct reports.

**vii.)** The standard cocktail glass is often referred to as:

- a.)** Flute.
- b.)** Martini.
- c.)** Hurricane.
- d.)** Old fashioned.

**viii)** The machine that dispenses soft drinks is called a:

- a.** Pre-mix.
- b.** Post-mix.
- c.** Prep mixer.
- d.** Distributor.

**ix)** Which item of equipment is used to keep food hot on a buffet?

- a.** Chafing dish.
- b.** Sizzling plate.
- c.** Gueridon trolley.
- d.** Wooden chopping board.

**x)** An indication that a guest's plate is ready to be cleared is when;

- a.** The guest stops eating.
- b.** The food has gone cold.
- c.** The guest has left the table.
- d.** The knife and fork are placed together on the plate.

**c.)** Describe **FOUR** factors affecting a customer's choice of meal experience.

**(4 Marks)**

**d.)** Name **SIX** reasons for eating out.

**(6 Marks)**

## **QUESTION TWO.**

- a.) Discuss **FIVE** Characteristics of the hospitality product. (10 Marks)
- b.) There are primary external factor categories that place constraints on Food and Beverage Management. Name them and provide a brief description of their effect. (10 Marks)

## **QUESTION THREE**

- a.) Discuss the **EIGHT** steps in Food and Beverage cycle? (10 Marks)
- b.) Describe **FIVE** roles and duties of a hotel's Food and Beverage Manager. (10 Marks)

## **QUESTION FOUR.**

- a.) Discuss **FIVE** reasons for eating out. (10 Marks)
- b.) Describe **FIVE** service and production styles you would come across in a take-away operation and a casual dining establishment. (10 Marks)

## **QUESTION FIVE.**

- a.) Explain **FIVE** factors influencing staffing considerations in food and beverage management. (10 Marks)
- b.) Explain **FIVE** potential challenges in events, conferencing and banqueting functions in a hotel. (10 Marks)