

2819/103

FOOD AND BEVERAGE SERVICE
AND CONTROL THEORY

June/July 2019

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
MODULE I

FOOD AND BEVERAGE SERVICE AND CONTROL THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **THREE** sections; A, B and C.*

Section A is compulsory.

*Section B has **FOUR** questions. Answer Question 6 and any other **TWO** questions.*

*Section C has **SIX** questions. Answer any **FIVE** questions.*

Answers to the questions should be written in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

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

SECTION A: FIRST AID (20 marks)*Answer ALL the questions in this section.*

1. State **four** signs and symptoms of a casualty who has lost a lot of blood in an accident. (4 marks)
2. Outline the first aid procedure for treating a casualty who has fainted. (4 marks)
3. State **four** ways of removing an injured person to shelter. (4 marks)
4. Differentiate between closed fracture and open fracture. (4 marks)
5. Identify **four** uses of bandages in first aid. (4 marks)

SECTION B: CATERING AND ACCOMMODATION CONTROL (30 marks)*Answer Question 6 and any other TWO questions from this section.*

6. The following information was extracted for records of RAZ restaurant for the month of November 2016:

Particulars	Ksh
Opening stock	7,500.00
Rent and rates	1,400.00
Sales	52,500.00
Depreciation	1,600.00
Sundry expenses	500.00
Kitchen labour	7,100.00
Cleaning and laundry	850.00
Staff meals	6,000.00
Repair and renewals	750.00
Restaurant labour	7,100.00
Postage	600.00
Fuel	1,800.00
Printing	600.00
Purchases	25,000.00
Returns	2,500.00
Closing stock	7,000.00

- (i) Calculate kitchen profit in percentage. (4 marks)
- (ii) Calculate net profit in percentage. (6 marks)

7. (a) Explain how each of the following food and beverage challenges can be solved:
- (i) perishability of food; (2 marks)
 - (ii) unpredictability of volume of sales. (2 marks)
- (b) Highlight **six** features of a good linen store. (6 marks)
8. (a) State **two** factors that should be taken into consideration in determining re-order quantity. (2 marks)
- (b) The following information relates to beans used in Judy restaurant:
- maximum weekly usage - 40 kgs;
 - normal weekly usage - 35 kgs;
 - minimum weekly usage - 30 kgs;
 - re-order period - 10 - 12 days.
- Required:
- (i) determine the re-order level; (3 marks)
 - (ii) calculate the minimum stock level. (5 marks)
9. (a) State **four** objectives for receiving beverages in a catering establishment. (4 marks)
- (b) Describe **three** methods of payment used in food and beverage establishments. (6 marks)

SECTION C: FOOD AND BEVERAGE SERVICE (50 marks)

Answer any FIVE questions from this section.

10. (a) Identify the use of each of the following service equipment:
- (i) raviere; (1 mark)
 - (ii) demitasse; (1 mark)
 - (iii) saladier; (1 mark)
 - (iv) réchaud. (1 mark)
- (b) State **three** duties and responsibilities of each of the following service brigade:
- (i) chef d'équipe; (3 marks)
 - (ii) chef de sale. (3 marks)

11. (a) Highlight **four** environmental factors for an efficient wine evaluation process. (4 marks)
- (b) Explain **three** points that guide in the set up of a restaurant. (6 marks)
12. (a) List **four** equipment required in a still room. (2 marks)
- (b) Explain **four** factors that affect a customer's meal/drink experience. (8 marks)
13. (a) State **four** responsibilities of a restaurant cashier. (4 marks)
- (b) Explain the importance of each of the following requirements for a food and beverage service personnel:
- (i) exercise; (2 marks)
 - (ii) enough sleep; (2 marks)
 - (iii) wholesome food. (2 marks)
14. (a) Highlight **four** qualities of host/hostess in a restaurant. (4 marks)
- (b) Explain **three** factors to be considered by management in setting the atmosphere and mood of a restaurant. (6 marks)
15. (a) State **four** uses of large trays in the restaurant. (4 marks)
- (b) Explain the meaning of each of the following customer service skills that a waiter must have:
- (i) tenacity; (2 marks)
 - (ii) closing ability; (2 marks)
 - (iii) ability to 'read' customers. (2 marks)

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