2819/103
FOOD AND BEVERAGE SERVICE
AND CONTROL THEORY
Oct./Nov. 2022
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.
Answer ALL questions in section A.
Answer question 6 (Compulsory) and any other TWO question from section B.
Answer any FIVE questions from section C.
Maximum marks to each part of a question are as indicated.
Answers to the questions must 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.**

Turn over

SECTION A: FIRST AID (20 marks)

Answer ALL questions in this section.

1. Explain the difference between a sign and a symptom of an ailment. (4 marks)

2. State **four** actions to be taken to minimize shock. (4 marks)

3. Describe **two** categories of casualties. (4 marks)

4. Highlight **four** principles of a first aider in an emergency situation. (4 marks)

5. State **four** warning signs of a person who is about to faint. (4 marks)

SECTION B: CATERING AND ACCOMMODATION CONTROL THEORY (30 marks)

Answer question 6 and any other TWO questions from this section.

6. (a) State **four** objectives of standard yields. (4 marks)

   (b) (i) Explain the meaning of the term 'inventory turn over ratio'. (2 marks)

       (ii) Donny's catering company sells food to industrial organizations. The food cost for the month of January 2022 was Ksh 100,000. The beginning inventory was Ksh 300,000 and its ending inventory was Ksh 400,000.
       Calculate the stock turn over for the company for January 2022. (4 marks)

7. (a) State **four** ways of increasing sales in a restaurant. (4 marks)

   (b) Ned spent Ksh 20,000 on material costs Ksh 10,000 on labour cost and Ksh 8,000 on overheads. The gross profit was 65% of sales. Calculate:

       (i) the selling price; (3 marks)
       (ii) the net profit. (3 marks)

8. (a) Highlight **four** advantages of a petty cash control system in a catering establishment. (4 marks)

   (b) Explain the meaning of each of the following terms:

       (i) Unpredictability of the volume of business; (2 marks)
       (ii) Mark-up pricing; (2 marks)
       (iii) Overhead costs. (2 marks)

9. (a) The following information was extracted from Mzuzu catering company.

Consumption per week

Maximum   -   400 units
Minimum   -   200 units
Lead time   -   3 - 4 weeks
Re-order quantity   -   4000 units

Calculate:

(i)   minimum stock level;   (3 marks)
(ii)   maximum stock level.   (2 marks)

(b) Rinus catering establishment placed 400 orders for green grocer for the year 2021. The following ordering costs were incurred.

		Ksh
Telephone	-	20,000
Postage	-	13,500
Stationery	-	12,000
Accounting documents	-	5,000
Office sundries	-	3,500

Calculate the total cost of green grocers per order.   (5 marks)

SECTION C: FOOD AND BEVERAGE SERVICE THEORY (50 marks)

Answer any FIVE questions from this section.

10. (a) State **four** uses of a service salver.   (4 marks)

(b) Outline steps to take when a customer falls ill in the restaurant.   (6 marks)

11. (a) Explain the meaning of the term 'canapés'.   (2 marks)

(b) Explain **four** skills a waiter would apply to promote customer loyalty in the restaurant.   (8 marks)

12. (a) State **four** duties of a barker during service. (4 marks)

(b) Explain **three** factors to consider when selecting a type of food and beverage service method to be used in a restaurant. (6 marks)

13. (a) State **four** rules to observe when making coffee. (4 marks)

(b) Illustrate features of a daily beverage consumption sheet. (6 marks)

14. (a) Explain the meaning of each of the following terms:

(i) sanitation; (2 marks)
(ii) disinfection. (2 marks)

(b) Explain **three** types of restricted on-licences in catering operations. (6 marks)

15. (a) Identify **four** types of information on a wine label. (4 marks)

(b) Describe each of the following cleaning methods:

(i) Polivit method; (2 marks)
(ii) Plate powder method; (2 marks)
(iii) Silver dip method. (2 marks)

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