

2819/103
FOOD AND BEVERAGE SERVICE
AND CONTROL THEORY
June/July 2023
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 SIX (compulsory)** and any other **TWO** questions from Section B.*

*Answer any **FIVE** questions from Section C.*

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

Marks to each part of a question are as indicated.

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 questions in this section.

1. State **four** strategies to be put in place to prevent burns in the kitchen. (4 marks)
2. Identify **two** uses of each of the following types of bandage
 - (i) Roller bandages. (2 marks)
 - (ii) Triangular bandages. (2 marks)
3. State **four** obligations of an employee in relation to the occupational safety and health Act. (4 marks)
4. Identify **four** signs and symptoms of stroke.. (4 marks)
5. Explain **two** reasons for First Aid training for trainers. (4 marks)

SECTION B: CATERING AND ACCOMMODATION CONTROL (30 marks)

Answer Question 6 (compulsory) and any other TWO questions from this section.

6. (a) Differentiate between an advice note and a delivery note. (4 marks)

(b) A bottle of whiskey costs Ksh.1500 exclusive of Value Added Tax (VAT).
The gross profit percentage required is 60% and Value Added Tax is to be charged at 20%. If the portion size is to be 30 millilitres.
Calculate the retail price per portion. (6 marks)
7. (a) State **six** factors to take into account before ordering food items from a supplier. (6 marks)

The following information is from Kaizen Company.

Minimum consumption	4000 units per week
Re-order period	4 - 6 weeks
Minimum stock level	6000 units
Maximum stock level	24000 units

Calculate:

- (i) re-order quantity; (4 marks)
8. (a) State **four** benefits of a purchasing policy in a catering operation. (4 marks)
- (b) Outline the procedure for settling a guest's bill by use of a credit card in a hotel. (6 marks)
9. (a) Highlight **four** ways of preventing theft at the receiving department. (4 marks)
- (b) ABC hotel limited bought a joint of meat weighing 28 kg at Ksh.620 per kg. The bone loss was 12% and cooking and carving loss was 10%. Weight per portion is 180 g.

Calculate

- (i) The price per kg of served meat. (3 marks)
- (ii) The cost per portion of cooked meat. (3 marks)

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

Answer any FIVE questions from this section.

10. (a) Differentiate between citrus liqueurs and fruit liqueurs. (4 marks)
- (b) Outline the procedure for dealing with a blind or partially sighted customer in a restaurant. (6 marks)
11. (a) Enumerate **four** factors that affect customer enjoyment of a specific meal experience. (4 marks)
- (b) Illustrate features of a booking sheet used in hotels. (6 marks)

12. (a) Highlight **four** characteristics of waiter service. (4 marks)
- (b) State **three** causes of each of the following:
- (i) flat beer. (3 marks)
- (ii) bitter coffee. (3 marks)
13. (a) State **four** reasons for offering accompaniments when serving food. (4 marks)
- (b) Explain **three** guidelines for purchasing restaurant equipment. (6 marks)
14. (a) State **five** characteristics of a takeaway establishment. (5 marks)
- (b) Illustrate features of a 'Retour/En place' food check. (5 marks)
15. (a) Match each of the following speciality coffees with their appropriate spirit. (4 marks)

Coffee	Spirit
Coffee perisienne	Corntreau
Russian coffee	Kirsch
Monks coffee	Scotch whisky
Calypso coffee	Rum
Caribbean coffee	Tia maria
Highland coffee	Benedictina
Swiss coffee	Vodka
Servile coffee	Brandy

- (b) Explain **three** ways in which a restaurant supervisor would help staff save time during work. (6 marks)

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