

FOOD & BEVERAGE SERVICE & SALES THEORY.

SECTION A (COMPULSORY) (40 marks)

Answer ALL questions in this section.

1. State **four** advantages of Family Service Method. (4 marks)
2. Outline the procedure for brewing coffee using the saucepan method. (4 marks)
3. Describe the arrangement of Food courts. (4 marks)
4. State **four** factors which have influenced the growth of hospitality industry from 17th to 21st Century. (4 marks)
5. Highlight **four** characteristics of welfare catering. (4 marks)
6. Explain **two** reasons for providing newly employed waiters with an organizational chart. (4 marks)
7. State **four** reasons a restaurant manager would prefer casuals to permanent staff. (4 marks)
8. Describe **two** sources of labour markets for service staff. (4 marks)
9. State **two** functions of each of the following food service areas:
 - (i) still room; (2 marks)
 - (ii) hot plate. (2 marks)
10. Highlight **four** responsibilities of a Trancheur. (4 marks)

SECTION B (60 marks)

Answer any THREE questions from this section.

11. (a) Explain the meaning of the following terms:
 - (i) Lounge; (2 marks)
 - (ii) Liqueur; (2 marks)
 - (iii) Service station; (2 marks)
 - (iv) Demi-tasse; (2 marks)
 - (v) Cappuccino. (2 marks)

- (b) Highlight **ten** health regulations which **MUST** be adhered to by all licensed restaurants. (10 marks)
12. (a) Explain **five** factors that make the Menu an important selling tool. (10 marks)
- (b) State **five** factors to consider when decorating a restaurant. (10 marks)
13. (a) Explain **three** measures a restaurant can put in place to protect customer against accidents. (6 marks)
- (b) Contrast tray service in the aircraft and tray service in the hospital. (6 marks)
- (c) Describe **four** types of restaurant arrangements. (8 marks)
14. (a) Outline the procedure for carrying out room service. (6 marks)
- (b) Describe each of the following beverages:
- (i) Aerated waters; (2 marks)
- (ii) Squashes; (2 marks)
- (iii) Aromatised wines; (2 marks)
- (iv) Spirits; (2 marks)
- (v) Cider. (2 marks)
- (c) Highlight **four** advantages of advertising a catering establishment in print media. (4 marks)
15. (a) State **three** responsibilities of each of the following banqueting staff:
- (i) Banqueting head waiter; (3 marks)
- (ii) Banqueting casuals. (3 marks)
- (b) Explain why a restaurant in town may experience the following:
- (i) Low seat turnover; (2 marks)
- (ii) Very high stock turnover; (2 marks)
- (iii) Very low labour turnover. (2 marks)
- (c) With the aid of illustrations, show the full cover for the following:
- (i) Fresh fruits; (4 marks)
- (ii) Chilled melon. (4 marks)