

1. (a) Outline **five** factors to consider when developing a menu for an occasion. (10 marks)
- (b) Discuss **five** duties of a waiter in a hospitality establishment. (10 marks)
2. (a) Identify **five** activities in laundry procedures. (10 marks)
- (b) Explain **five** factors to consider when purchasing equipment for a hospitality establishment. (10 marks)
3. (a) Explain **four** factors to consider in storing non-alcoholic beverages. (8 marks)
- (b) Outline **six** factors that determine the style of services offered in a hospitality establishment. (12 marks)
4. (a) Highlight **five** types of alcoholic beverages in the hospitality industry. (10 marks)
- (b) Identify **five** factors to consider in equipment use and care in the hospitality industry. (10 marks)
5. (a) Highlight **five** types of table services offered in the hospitality industry. (10 marks)
- (b) Highlight **five** types of customers the front office is likely to receive in a hospitality establishment. (10 marks)
6. (a) Green Forest Geolodge intends to employ an executive housekeeper to manage their expanded housekeeping and laundry department. Highlight **five** duties the executive housekeeper will perform. (10 marks)
- (b) Identify **five** types of back of the house services offered in a hospitality establishment. (10 marks)
7. (a) Identify **five** measures that can be undertaken to counter insecurity in accommodation establishments. (10 marks)
- (b) Highlight **five** factors which influence accommodation rates in the hospitality industry. (10 marks)

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