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072106T4FBS

FOOD AND BEVERAGE SALES MANAGEMENT LEVEL 6

HOS/OS/FB/CR/05/6/A

MANAGE FOOD AND BEVERAGE OPERATIONS

July/August 2024

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

3 HOURS

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INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FOUR (4) printed pages

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

SECTION A: (40 Marks)

*Answer **all** questions in this section.*

1. Duty rota is crucial in hotel operations to maintain efficiency and achieve it objectives. State **four** importance of duty rota. (4marks)
2. It is important for Food & Beverage (F&B) outlets to plan their daily specials to enhance customer satisfaction. List **four** points on how daily specials planned benefit customer satisfaction, brand image, and profitability. (4Marks)
3. New menus are made with care to meet the needs of management and guests to ensure success of a restaurant. List **four** ways in which a new menu is set and priced in accordance with management objectives and guest needs. (4marks)
4. Food and beverage outlet operating equipment and service ware must be well prepared before commence of service. Highlight **four** ways how food and beverage outlet operating equipment and service ware are prepared for use, taking into account the menu or daily specials. (4 Marks)
5. Service staff must have an understanding of how the furniture is arranged in a restaurant, following the rules and how the place looks, is really important. State **four** points on how food and beverage outlet furniture is arranged according to F&B outlet policy and design. (4 Marks)
6. A side board is an important service equipment used during service. Highlight **four** functions of a sideboard in the restaurant. (4 Marks)
7. It is really important for restaurants to review their menus regularly. List **four** importace of reviewing restaurant menus regularly. (4 Marks)
8. Food and Beverage outlets must adhere to the laws and regulations in their operations. Enumerate **four** reasons why these outlets must adhere to the laws and regulations (4Marks)
9. Adressing safety and security issues is a must in Food and Beverage establishments. Identify **four** steps that are taken to address safety and security issues in accordance with workplace policy and legal requirements (4Marks)
10. Making sure the point of sale system is supervised well is really important to keep everything running smoothly and accurately in Food and Beverage outlets. Identify **four** ways how supervision of the point of sale system carried out in line with Food and Beverage outlet standard operating procedures. (4marks)

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SECTION B: (60 Marks)

*Answer any **three** questions in this section.*

11. As a newly appointed food and beverage supervisor in Simba restaurant.

    a. Explain **five** ways how food and beverage restaurant furniture is arranged according to the outlet policy and design (10Marks)

    b. Explain **five** ways how guest complaints and compliments are handled. (10Marks)

12. Understanding how to prepare and share the F&B service report according to workplace rules is really important.

    a. Explain how the food and beverage service report is prepared and shared with relevant personnel. (10Marks)

    b. Equipment and serviceware are a must in any given restaurant. Identify **four** operating equipment and service ware (4Marks)

    c. Describe **three** activities carried out to prepare service stations in a restaurant. (6Marks)

13. A menu is an essential tool in ensuring profitability of any restaurant.

    a. Discuss **five** advantages of use of a menu in the promotion of sales in a restaurant (10Marks)

    b. Explain the procedure for setting up tables in accordance with food and beverage restaurant standard operating procedure. (10Marks)

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14. For day-today operations of a restaurant to run smoothly proper assigning of duties is crucial.

    a. Explain **five** factors to put in consideration when allocating duties to staff. (10marks)

    b.A Managers are crucial personnel in realization of the goals of an establishment. Explain **five** major functions of food and beverage manager (10 Marks)

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