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072105T4FBS

FOOD AND BEVERAGE SALES & SERVICE MANAGEMENT LEVEL 5

HOS/OS/FB/CR/03/5/A

Manage Food and Beverage Operations

March/April 2025

KIAMBU NATIONAL POLYTECHNIC
P.O. BOX 414-00900 KIAMBU
15 MAY 2025 (31)
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TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

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WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE

1. Marks for each question are indicated in the brackets.
2. Attempt **ALL** questions in section A and **ANY THREE** (3) questions in section B.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

This paper consists of THREE (3) printed pages

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

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SECTION A (40 MARKS

Attempt ALL the questions in this section.

1. Service equipment is crucial for success in service. Identify **four** categories of tableware. (4Marks)
2. A Menu card is a sales tool. Highlight **four** functions of a menu. (4Marks)
3. Purchase of equipment is a critical task for hotels. State **four** factors to consider when purchasing food & beverage service equipment. (4Marks)
4. A sideboard is a useful piece of furniture in establishments. Identify **four** factors to bear in mind when designing a sideboard. (4Marks)
5. Linen contribute to the overall look of a service area. List **three** points to note for a correctly laid table cloth. (3Marks)
6. Sideboards are crucial tools for service personnel. Identify another name for a sideboard. (1Mark)
7. Menu knowledge is a vital requirement to all waiting staff. Distinguish between table d'hôte and a 'la carte menus. (4Marks)
8. Customer satisfaction is of outmost importance in hospitality industry. Highlight **four** ways of collecting guest feedback. (4Marks)
9. A service plate is a versatile service equipment. List **four** uses of a service plate. (4Marks)
10. To maximize sales for food and beverage establishment a control system is essential. State **four** main control methods used in food and beverage establishments. (4Marks)

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SECTION B (60 MARKS)

Attempt Any THREE Questions in This Section

11. a) Preparing service areas is very important. Explain **five** mise-en-scene and mise-en-place activities carried out in food service areas. (10Marks)

b) Staff organization determines success in food and beverage outlets. State **five** duties and responsibilities of a station waiter/ waitress. (5Marks)

c) Table set up is one of the key tasks in food and beverage operations. Outline **five** principles of setting covers. (5Marks)

12. a) Menu knowledge is very critical in food and beverage service. Distinguish between table d'hôte and a 'la carte menus. (10Marks)

b) A climate change conference will take place in your establishment. Discuss **five** methods of sales promotion in food and beverage outlets. (10Marks)

13. a) Setting up the dining area must be done diligently. Explain five types of dining arrangements. (10Marks)

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b) Well-designed furniture creates customer's first impression. Highlight **five** factors to consider when purchasing furniture for food and beverage outlets. (5Marks)

c) Standard Operating Procedures (SOP's) are important for the success of operations in food outlets. Explain **five** reasons why it is important to have SOP's. (5Marks)

14. a) Customer care is very important for the success of food and beverage outlets. Briefly explain the procedure for dealing with customer complaints in a restaurant. (10Marks)

b) Health and safety are important aspects in catering establishments. Discuss **five** duties of an employer in relation to health and safety (10 Marks)

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