



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SECOND YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HOSPITALITY AND TOURISM OPERATION

BHT 409: INTERNAL CONTROL IN HOSPITALITY OPERATIONS

DATE: 6/6/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

SECTION A: ANSWER ALL QUESTIONS

QUESTION ONE

- a) Define food and beverage management (2 marks)
- b) Describe four ways you will ensure profitability at the food and beverage department. (8 marks)
- c) Describe five ways of managing cash by the front office cashier (5 marks)
- d) Outline five importance of a specification document (5 marks)
- e) State five reasons for stock taking in a hotel (5 marks)
- f) As the housekeeper, what five (5) ways would you ensure proper control of issues in your department? (5 marks)

SECTION B: ANSWER TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Explain five objectives for the food and Beverage department. (5 marks)
- b) Describe five control systems used at the food and beverage department for control purposes. (10 marks)

QUESTION THREE (20 MARKS)

Explain the use of the four basic concepts of food and beverage production control. (20 marks)

QUESTION FOUR (20 MARKS)

- a) Describe four tools used in the inventory control cycle (4 marks)
- b) Describe five challenges faced by food and beverage managers as they maintain control in the department. (10 marks)
- c) Give advice to a new manager in your hotel of three methods to use on beverage control. (6 marks)

QUESTION FIVE (20 MARKS)

- a) Food and Beverage control is a key function for the success of the food and beverage department. Discuss the 5 stages in production control (10 marks)
- b) Transfer the following for steamed sponge pudding to a standard recipe sheet to serve four (4) portions;
 - 100gms of custer sugar
 - 2 eggs
 - 10gms baking powder
 - 100gms baking powder
 - 150gms floor
 - Few drops of milk for 5/= (2 marks)
- c) Calculate the cost of each ingredient (2 marks)
- d) Calculate the total dish cost for the recipe (2 marks)
- e) Calculate the cost per portion (2 marks)
- f) Calculate the selling price per portion to achieve a gross profit of
 - 65%
 - 55%
 - 40% (2 marks)