



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 025: FOOD AND BEVERAGE CONTROL

DATE: 16/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

This Paper Consist Of Two Sections A and B

Answer All Questions in Section A And Any Two In Section B

SECTION A: COMPULSORY - (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Define the following terms:-
 - i. Food and Beverage control
 - ii. Standard recipes
 - iii. Volume forecasting
 - iv. Labour cost
 - v. Net Margin (5 marks)
- b) Highlight FOUR details provided in a standard recipe (4 marks)
- c) Outline the SIX functions of volume forecasting (6 marks)
- d) Describe FOUR Merits of assembling recipes files by computer (5 marks)
- e) Explain any FIVE guidelines for effective issuing (10 marks)

SECTION B: ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Explain in point form how the following are problems of Food and Beverage control in a catering industry. (9 marks)
 - i. Perishability of the produce
 - ii. Unpredictability of the volume of business
 - iii. Unpredictability of the menu mix
- b) Highlight any FOUR typical areas of fraud and theft in the Hospitality industry by the customer and the THREE areas by the staff. (7 marks)
- c) Outline any FOUR methods of purchasing food and beverage in Hospitality industry (4 marks)

QUESTION THREE (20 MARKS)

- a) Enumerate the main problems of Food and Beverage Control. (10 marks)
- b) Explain the following methods of computing wages in Hospitality industry
 - i. Time rate method (2 marks)
 - ii. Piece rate method (2 marks)
- c) Outline THREE ways to control telephone usage in Food and Beverage Operation. (6 marks)

QUESTION FOUR (20 MARKS)

- a) State the advantages and disadvantages of the above TWO methods of computing wages
 - i. Time rate method (7 marks)
 - ii. Piece rate method (7 marks)
- b) Explain any THREE importance of pricing a product or a service in a catering operation (6 marks)

QUESTION FIVE (20 MARKS)

- a) Outline any FIVE tips of handling of float cash in a catering establishment. (5 marks)
- b) Highlight any FIVE roles of a cashier in Hospitality industry. (5 marks)
- c) Explain any FIVE day-to-day operational problems of a manual system in Hospitality and Tourism Industry. (10 marks)