



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN HOSPITALITY AND
TOURISM MANAGEMENT

DHTM 025: FOOD AND BEVERAGE CONTROL

DATE: 17/10/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

- This paper consists of Two Sections A and B
- Section A is Compulsory and carries 30 marks
- Section B has four questions of 20 marks each. Attempt any **Two**.

SECTION A COMPULSORY (30 MARKS)

- a) State **four** objectives of control (4 marks)
 - b) Explain **three** characteristics of an effective control system (6 marks)
 - c) Explain the **three** elements of costs (6 marks)
 - d) State **four** objectives of having printers in a point-of-sale control system. (4 marks)
 - e) Outline the **five** main stages of the control cycle (5 marks)
 - f) State **five** ways guests may perpetrate fraud in an establishment (5 marks)

SECTION B: ATTEMPT ANY TWO QUESTIONS (40 MARKS)

- a) Identify **four** items which constitute labour cost of an employee (4 marks)
 - b) Outline the **five** steps in the purchasing procedure (5 marks)
 - c) Distinguish between cash float and petty cash (4 marks)

d) The following information was extracted from the books of Pendo restaurant

Sales	64,000
Cost of food consumed	28200
Labour costs	16,600
Overhead costs	10,880
Staff meals	1,320

Required

Calculate the following profits and express each as a percentage

- i) Kitchen profit (3 marks)
 - ii) Net profit (4 marks)
3. a) Define the term 'Prime costs' (2 marks)
- b) Explain **four** day to day operational problems of a manual system (8 marks)
- c) Explain the **three** tasks of post operational control phase (6 marks)
- d) State **four** advantages of producing a daily food cost report (4 marks)
4. a) Outline **four** methods of control used during service of food (4 marks)
- b) Explain **four** ways of dealing with discrepancies when handling money. (8 marks)
- c) Explain **four** points to consider in the control of telephone and internet usage (8 marks)
5. a) Outline **five** reasons for high labour turnover. (5 marks)
- b) Explain **two** reasons for monitoring sales mix (4 marks)
- c) The following information is contained in the compensation policy of le Technisch restaurant
- i) Normal working hours per month are 180, overtime payable for extra hours at the rate of 50% above normal rate;
 - ii) P.A.Y.E. to be deducted at the rate of 10% of gross wage;
 - iii) N.S.S.F. to be deducted Ksh. 80.00 for each employee;
 - iv) N.H.I.F. to be deducted Ksh. 20.00 for each employee over the month of July 2015. M. Baraka worked for 200 hours, he is paid @ Ksh. 120.00 per hour.

Required

Prepare M. Baraka's pay slip for the month of July assuming Ksh. 6000.00 was paid in advance. (11 marks)