



FACULTY OF BUSINESS MANAGEMENT
END OF SEMESTER EXAMINATIONS - APRIL 2025

PROGRAMME: BTHM

YEAR/SEM: YEAR 1/SEMESTER 2

COURSE CODE: BTHM 1202

NAME: HOTEL AND FOOD SERVICES

DATE: 2025-04-22

TIME: 9:00AM-12:00PM

INSTRUCTIONS TO CANDIDATES:

1. Read the instructions very carefully
2. The time allowed for this examination is STRICTLY three hours
3. Read each question carefully before you attempt and allocate your time equally between all the Sections
4. Write clearly and legibly. Illegible handwriting cannot be marked
5. Number the questions you have attempted
6. Use of appropriate workplace examples to illustrate your answers will earn you bonus marks
7. Any examination malpractice detected will lead to automatic disqualification.

DO NOT WRITE ANYTHING ON THE QUESTION PAPER

Section A SECTION A IS COMPULSORY AND CARRIES 40 MARKS

Question 1:

- b) Describe ethical steps food and beverage handlers should take in the below situations. /incidences during food and beverage service,
- (a) Welcoming and sitting guest (4mks)
 - (b) Guest with communication difficulties (4mks)
 - (c) Rejected dish (4mks)
 - (d) Billing and clearing ` (4mks)
 - e)customer whose intension is love related and not food (4mks)

Section B ATTEMPT ANY THREE QUESTIONS; EACH CARRING 20 MARKS

Question 1:

Define the following terms and explain their need in F and B establishment, (@4marks)

- a) Staff recruitment
- b) Termination
- c) Motivation
- d) Training
- e) Appraisal

Question 2:

As an operations manager in a two star hotel, what internal sale promotion would you introduce to boost on sales for your organization. (20mks)

Question 3:

- a) What do you understand by the term banqueting in catering? (5marks)
- b) Identify any five major characteristic separating it from the normal service (5mks)
- c) Discuss at least five most important banquet hall features (10 mks)

Question 4:

- a) Define a restaurant bill. (5marks)
- b) Write explanation notes on any five methods through which guest can settle their bills. (15marks)

Question 5:

You are a food and beverage supervisor, explain ten strategies you can put in place to motivate your departmental staff. (20 marks)

Question 6:

You are an food and beverage supervisor, what ten strategies can you put in place to reduce on staff turnover in your department. **(20marks)**