INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

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:
TIME:

INSTRUCTIONS TO CANDIDATES:

SECTION A

SECTION A IS COMPULSORY AND CARRIES 40 MARKS

Question 1:

The Kampala City Council has requested you to organize a two day seminar on how to keep restaurant service surrounding area clean so as to promote good health of customers and staff.

(a) Write a short presentation on key areas in line with subject matter identified above.

(20marks)

(b) Explain 5 (five) problems caused by accumulated rubbish in food service premises.

(1O marks).

(c) Suggest five (5) ways in which rubbish in food service premises can be disposed off.

(10 marks).

Question 2:

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:

a) Define a menu**.** **(5marks)**

b) Why is a menu important in any catering establishment**?** **(5marks**)

c) Discuss eight principles considered in organizing/planning a menu**. (10marks**)

Question 2:

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

(20 marks

Question 3:

a) Define food service style **(5marks)**

b) Identify and describe five different types of food service styles as observed in catering business.

(15marks)

Question 4:

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 5:

Write short notes on the following types of food service. (4marks each)

a) English service

b) French service

c) Cafeteria service

d) American service

e) Self service

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)**

Question 7:

a) Who is a waiter **(2marks)**

b) b) Examine any eight duties and responsibilities of a water **(8 marks)**

c) c) Explain five qualities /attributes of a good waiter **(10marks)**

Question 8:

a) Define a restaurant bill.

(5marks)

b) b) Write explanation notes on any five methods though which guest can settle their bills**.**

(15marks)

Question 9:

Explain the step by step treatment that should be accorded to guests from the time they arrive at the restaurant until their departure. (20mks)

Question 10:

Restaurant operations are faced with many challenges.

a) Identify at least any ten challenges. **(10marks)**

b) Suggest possible Solutions to the mentioned challenges in 4a above. **(10marks).**

Question 11:

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 banquette hall features **(10**

mks)

Question 12:

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