

Candidate's Name: _____

Index No: _____

2819/103

**FOOD AND BEVERAGE SERVICE
AND CONTROL THEORY**

Oct/Nov. 2015

Time: 3 hours



Candidate's signature: _____

Date: _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

**TECHNICAL INDUSTRIAL VOCATIONAL AND
ENTREPRENEURSHIP TRAINING**

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

FOOD AND BEVERAGE SERVICE AND CONTROL THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Write the date of the examination and sign in the spaces provided above.

*This paper consists of **THREE** sections; **A, B and C.***

*Section **A** is **compulsory.***

*Section **B** has **FOUR** questions; answer question **SIX** and any other **TWO** questions.*

*Section **C** has **SIX** questions. Answer any **FIVE** questions.*

*Answers to all questions **must** be written in the spaces provided in this booklet.*

*Do **not** remove any pages from this booklet.*

*Candidates should answer the questions in **English.***

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1-5	20	
B	6	10	
		10	
		10	
C		10	
		10	
		10	
		10	
		10	
Total Score		100	

This paper consists of 16 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: FIRST AID (20 marks)

Answer ALL questions in this section.

1. Explain the use of the following First Aid items:
 - (a) dressing; (2 marks)
 - (b) arm sling. (2 marks)
2. Outline the First Aid procedure for a person with acute heart attack. (4 marks)
3. Highlight **four** causes of burns in the catering and accommodation areas. (4 marks)
4. State **four** causes of cuts and abrasions in the catering and accommodation establishments. (4 marks)
5. Explain **two** attributes of a First Aider. (4 marks)

SECTION B: CATERING AND ACCOMMODATION CONTROL (30 marks)

Answer question SIX and any other TWO questions in this section.

6. (a) Bort's catering and accommodation establishment requires 25,000 tons of sugar per annum. The cost price per ton is Ksh.2000 and stock holding cost is 25% per annum of the stock value. Delivery cost per batch is Ksh.400. Calculate the number of deliveries per year. (3 marks)
- (b) The following information was extracted from Hughe's stock control records.

Consumption per week

Maximum	400 kgs
Minimum	200 kgs
Lead time	4 - 6 weeks
Reorder quantity	4000 kgs

Showing all your calculations, computer the following:

- (i) Re-order level (1 $\frac{1}{2}$ marks)
- (ii) Minimum stock level (2 marks)
- (iii) Maximum stock level (1 $\frac{1}{2}$ marks)
- (iv) Re-order quantity (2 marks)

7. (a) Explain the meaning of the term 'purchasing'. (2 marks)
- (b) Highlight **four** problems caused by lack of control of linen in catering and accommodation establishment. (4 marks)
- (c) Distinguish between invoice receiving and blind receiving as used in catering and accommodation establishments. (4 marks)
8. (a) Identify **four** costs comprised in holding stock. (2 marks)
- (b) Outline the procedure of stock-taking in the linen room. (4 marks)
- (c) Explain how items issued to the sweet trolley can be controlled. (4 marks)
9. (a) State **two** objectives of standard yields in a catering establishment. (2 marks)
- (b) Identify **four** challenges in catering and accommodation cost control. (4 marks)
- (c) Explain **two** control measures in food and beverage during service. (4 marks)

SECTION C: FOOD AND BEVERAGE SERVICE (50 marks)

Answer FIVE questions in this section.

10. (a) State **three** factors to consider when purchasing flatware and cutlery in a catering establishment. (3 marks)
- (b) Identify **six** food and beverage service areas and ancillary departments. (3 marks)
- (c) Highlight **four** rules waiters should observe when dealing with a customer. (4 marks)
11. (a) State **three** points to be considered when arranging equipment on the sideboard. (3 marks)
- (b) Match the following speciality coffee with the right spirits.
- | | | |
|-----------------|---|----------------|
| Monks coffee | - | Irish whiskey |
| Russian coffee | - | Tia-mania |
| Calypso coffee | - | Benedictine |
| Highland coffee | - | Vodka |
| Irish coffee | - | Rum |
| Jamaican coffee | - | Scotch whiskey |
- (3 marks)
- (c) Explain **two** advantages of vending machines. (4 marks)

12. (a) State **two** challenges faced by food and beverage personnel. (2 marks)
- (b) Identify **four** uses of a silver salver. (4 marks)
- (c) Explain **two** rules to be observed by waiting staff with regard to food and beverage to minimize food poisoning. (4 marks)
13. (a) Identify **four** types of linen used in the restaurant. (2 marks)
- (b) Explain **two** special checks written during order taking. (4 marks)
- (c) Differentiate between lacto-ovo vegetarians and lacto vegetarians. (4 marks)
14. (a) State **two** advantages of buffet style of service. (2 marks)
- (b) Outline the order in which ingredients for Cafè Royale are placed in the glass. (2 marks)
- (c) Explain **three** reasons why briefing is important before restaurant staff begin work. (6 marks)
15. (a) Explain the meaning of the term 'sorbets'. (2 marks)
- (b) State **four** causes of hazards in the food and beverage service areas. (4 marks)
- (c) Explain **two** faults in beer. (4 marks)