

SECTION A: FIRST AID (20 marks)*Answer ALL the questions in this section.*

1. State **four** ways of preventing cuts and scratches caused by knives. (4 marks)
2. Highlight **four** responsibilities of a First Aid provider in catering and accommodation establishments. (4 marks)
3. Outline the First Aid procedure to be administered to a person with major epileptic fits. (4 marks)
4. Distinguish between First Aid and Second Aid. (4 marks)
5. Outline the First Aid procedures applied to a casualty with a foreign body in the eye. (4 marks)

SECTION B**CATERING AND ACCOMMODATION CONTROL (30 marks)***Answer question SIX and any other TWO questions in this section.*

6. The following information was obtained from books of Watamu wholesalers limited on relation to detergent Z.

Consumption per week:	minimum	600 units
	normal	800 units
	maximum	1200 units

Re-order period	minimum	2 weeks
	normal	3 weeks
	maximum	5 weeks

Re-order quantity	5000 units
-------------------	------------

You are required to calculate:

- (a) Re-order level
- (b) Minimum stock level
- (c) Maximum stock level.

(10 marks)

7. (a) Explain the term 'standard purchase specification.' (2 marks)
- (b) Explain **two** objectives of a restaurant checking system. (4 marks)
- (c) Explain **two** reasons for engaging more than one supplier for the same commodity. (4 marks)
8. (a) As a member of the management team of a new establishment, explain two factors to be considered when deciding on pricing policy. (4 marks)
- (b) The total sales of food and beverage for the month of June 2011 in Matunda's restaurant was Ksh 16,000. The food cost was Ksh 2,500 and the beverage cost was 20% of the sales. You are required to calculate the gross profit and express it as a percentage of sales. (6 marks)
9. (a) Identify **four** portion control techniques in a catering establishment. (2 marks)
- (b) Explain how blind receiving works . (4 marks)
- (c) Illustrate features of a stores ledger card. (4 marks)

SECTION C: FOOD AND BEVERAGE SERVICE THEORY (50 marks)

Answer any FIVE questions in this section.

10. (a) Explain the term 'sorbet'. (2 marks)
- (b) State **six** factors that have influenced the use of disposables in catering and accommodation establishments. (3 marks)
- (c) Identify **five** characteristics of a fast food and take away sector. (5 marks)
11. (a) State **two** ways of controlling goods issued from the still room. (2 marks)
- (b) Identify **four** skills a catering and accommodation supervisor should have. (4 marks)
- (c) Identify the correct cover and accompaniment for Turtle soup. (4 marks)

12. (a) State **two** duties of a chief de sale. (4 marks)
- (b) Identify **two** causes of lifeless coffee. (2 marks)
- (c) Highlight **four** characteristics of a Table d'hote menu. (4 marks)
13. (a) State **four** advantages of buffet method of service. (4 marks)
- (b) Explain **three** obligations of a waiter to the management. (6 marks)
14. (a) Identify **four** types of wine and drink lists. (2 marks)
- (b) Outline **eight** customer-based activities carried out by restaurant staff during service. (4 marks)
- (c) Explain two reasons for approaching the guest from the "correct" side. (4 marks)
15. (a) Outline procedure to be followed if a bill is spoiled. (2 marks)
- (b) Highlight **four** aspects of interior design of a restaurant which affect meal/drink experience. (2 marks)
- (c) Under Health and Safety Act 1974, safety is a civil duty and negligence is a criminal offence. Highlight **six** implications for catering and accommodation staff under this legislation. (6 marks)