

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 Café 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)