

072106T4FBS

FOOD & BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6

HOS/OS/FB/CR/03/6/A

MANAGE BAR OPERATIONS

July/August 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of THREE (3) printed pages.

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

SECTION A (40 MARKS)

Answer all questions

1. As a bar manager outline **FIVE** core duties that will make your day-to-day operations successful. (5Marks)
2. While setting up your workstations highlight **FIVE** categories of service ware that you need before the start of service. (5Marks)
3. Cleaning and sanitation are key in bar operations mention **FIVE** hygiene concerns of a bartender. (5Marks)
4. Being the mixologist on duty list **TEN** items of a bartender's toolkit. (5Marks)
5. In supervision highlight the **FIVE** benefits of releasing the weekly duty Rota on time. (5Marks)
6. As a bartender highlight **FIVE** reasons for refusal of sale of alcohol to an intoxicated client. (5Marks)
7. Differentiate Perry and a cider to a guest who has patronized your bar. (2Marks)
8. As a manager list **THREE** management objectives achieved in a food and beverage operation. (3Marks)
9. While training your staff mention the **THREE** ways in which you can differentiate non-alcoholic beverages. (3Marks)
10. Sale of alcohol is a major contributor to food and beverage outlet sale. Highlight **FOUR** reasons for sale of alcoholic beverages. (2Marks)

SECTION B (60 MARKS)

Answer any THREE questions

11. Having successfully hosted a gala dinner and a cocktail party for Bidii bank, as a supervisor on duty;

a) Discuss **FIVE** post-operational activities that you would be concerned with.
(10Marks)

b) Explain **FIVE** beverage control procedures in operation at your organization.
(10Marks)

12. Technology has come to enhance food and beverage operations. As part of initiatives of keeping up with the trends your organization has introduced use of Micros POS.

a) Explain **FIVE** factors on the impact of point-of-sale controls on enhancing customer service and satisfaction.
(10Marks)

b) Evaluate **FIVE** challenges associated with implementing and utilizing point of sale systems.
(10Marks)

13. In hospitality everyone is a salesperson. As the leader in your outlet

a) Outline **TEN** promotional tactics and marketing initiatives to attract and retain customers.
(10Marks)

b) Explain **FIVE** roles of customer feedback in managing food and beverage outlets.
(10Marks)

14. Beverage menu review is an activity that is undertaken periodically. As part of the team tasked to review the current menus

a) Discuss **FIVE** key considerations for conducting a comprehensive beverage menu review.
(10 Marks)

b) Explain **FIVE** responsibilities of a supervisor in ensuring due diligence has been done.
(10Marks)

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