



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

FOOD AND BEVERAGE MANAGEMENT

**SUBJECT: Food and Beverages Service
Operations**

PAPER NO: 586/S03

Duration: 3 Hours

MARCH / APRIL 2014 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Start each question on a fresh page.

This paper consists of 2 printed pages.

QUESTION 1

Describe the production process for the following beverages.

- a) Ciders (5 marks)
- b) Brandy (5 marks)
- c) Gin (5 marks)
- d) Liqueurs (5 marks)

QUESTION 2

Explain the legal considerations that influence the operations of a bar.
(20 marks)

QUESTION 3

Examine the specific problems associated with food and beverage control.
(20 marks)

QUESTION 4

Differentiate between market and cost oriented food service outlets.
(20 marks)

QUESTION 5

Explain the operations of the following food service outlets:

- a) coffee shop (4 marks)
- b) Themed restaurant (4 marks)
- c) Fast foods and popular catering (4 marks)
- d) First class restaurant (4 marks)
- e) Bistro (4 marks)

QUESTION 6

Analyse the different market segmentation variables that may be employed by a food and beverage operator.
(20 marks)

QUESTION 7

Explain the general rules to be observed when preparing cocktails.
(20 marks)

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