



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Food and Beverage Service PAPER NO: 333/13/S06A

DURATION: 3 Hours

MARCH/APRIL 2016 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer ALL questions.

This paper consists of 3 printed pages.

QUESTION 1

Outline the characteristics of any two (2) sectors of the food service industry. (10 marks)

QUESTION 2

State and explain ten (10) qualities of a good waiter. (10 marks)

QUESTION 3

- a) Name any five (5) factors that can be considered in choosing a food service method. (5 marks)
- b) Describe the five (5) food service methods. (5 marks)

QUESTION 4

- a) List the characteristics of the two (2) main classes of menu. (10 marks)
- b) Give the steps involved in bill presentation to a guest. (5 marks)
- c) State any five (5) billing methods that can be used by a food service operation. (5 marks)
- d) Identify and describe any five (5) methods that can be used to settle bills. (10 marks)

QUESTION 5

- a) Explain any five (5) factors to be considered when purchasing equipment for the restaurant. (10 marks)
- b) Identify any five (5) activities that should be performed during the pre-service meeting. (5 marks)
- c) List the information required when taking a booking for the restaurant. (5 marks)

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QUESTION 6

- a) Outline five (5) mise-en-place duties of a bar person. (5 marks)
- b) Suggest the suitable wines to accompany the following dishes:
- | | | |
|------|-----------------|----------|
| i) | Roast chicken | (1 mark) |
| ii) | Roast beef | (1 mark) |
| iii) | Cheese | (1 mark) |
| iv) | Fried Game meat | (1 mark) |
| v) | Fish meunierè | (1 mark) |

QUESTION 7

- a) Outline the factors that result in bitter coffee being brewed. (6 marks)
- b) Identify conditions necessary for storage of tea. (4 marks)

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