



**ZIMBABWE**

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL  
(HEXCO)**

**NATIONAL DIPLOMA**

**IN**

**TOURISM AND HOSPITALITY MANAGEMENT**

**SUBJECT: Food and Beverage Management    PAPER NO: 534/S06**

**DURATION: 3 Hours**

**OCTOBER / NOVEMBER 2014 EXAMINATION**

**REQUIREMENTS**

**INSTRUCTIONS TO CANDIDATE**

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

QUESTION 1

- a) Mention any four (4) functions of Management. (4 marks)
- b) Identify and discuss eight duties of the Food and Beverage Manager. (16 marks)

QUESTION 2

- a) Define Travel catering. (4 marks)
- b) Identify and describe four (4) main types of travel catering. (16 marks)

QUESTION 3

Illustrate and explain the four stages of the product life cycle concept. (20 marks)

QUESTION 4

Discuss any five (5) special problems of food and beverage control. (20 marks)

QUESTION 5

- a) Outline the main differences between commercial and welfare catering. (2 marks)
- b) Discuss Food and Beverage Management in school catering (welfare) taking into consideration the following factors;
  - i) Type of consumers and customers
  - ii) Type of menu
  - iii) Food production styles
  - iv) Food service styles
  - v) Organisation and staffing (18 marks)

QUESTION 6

Examine food and beverage management in industrial catering. (20 marks)

QUESTION 7

- a) Describe the “franchise contract.” (10 marks)
- b) Explain any five aspects that a typical franchise contract would cover. (10 marks)

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