



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

MODULE: Food and Beverage Service Theory PAPER NO: 333/22/M05A

DURATION: 3 Hours

OCTOBER/ NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer all questions.
2. Start each question on a fresh page.

This paper consists of 3 printed pages.

PAPER NO: 333/22/M05/A – FOOD AND BEVERAGE SERVICE THEORY

QUESTION 1

- a) Identify any five (5) attributes that contribute to the professional and hygienic appearance of a waiter. (5 marks)
- b) State any five (5) food and beverage service areas in the food and beverage department. (5 marks)

QUESTION 2

- a) Identify any five (5) activities that are conducted during mis-en-place. (5 marks)
- b) Justify the importance of pre-service briefing in a restaurant. (10 marks)

QUESTION 3

- a) Write down the procedure for polishing glassware for food service. (10 marks)
- b) List ten (10) items that are placed on a table d'hote cover. (10 marks)

QUESTION 4

- a) Differentiate between table d'hote and A la carte menus. (10 marks)
- b) Identify the five (5) classes of non-alcoholic dispense bar beverages. (5 marks)
- c) Highlight the five (5) food service methods that are commonly used in the restaurant. (5 marks)

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QUESTION 5

- a) Identify the seven (7) billing methods that a food service outlet can use. (7 marks)
- b) Examine any five (5) the points to consider when making cocktails and mixed drinks (5 marks)
- c) State any three (3) duties of a headwaiter. (3 marks)

QUESTION 6

- a) Write down the procedure for clearing after service. (3 marks)
- b) Suggest any five (5) ways to ensure that service equipment is cleaned and maintained properly. (5 marks)
- c) Highlight the duties conducted by a waiter after service. (5 marks)
- d) Write down the food service sequence in a restaurant. (7 marks)

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