



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

FOOD AND BEVERAGE MANAGEMENT

MODULE: Food and Beverage Service Operations PAPER NO: 586/23/M03A
Theory

DURATION: 3 Hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

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

PAPER NO: 586/23/M03A – FOOD AND BEVERAGE SERVICE OPERATIONS
THEORY

QUESTION 1

- a) Highlight any five (5) reasons for use of standard operating procedures in a restaurant. (10 marks)
- b) Analyse the five (5) factors that may be used to manage the meal experience of pensioners in a restaurant. (15 marks)

QUESTION 2

- a) Explain any five (5) objectives of planning food and beverage service facilities. (10 marks)
- b) Examine any five (5) internal environmental factors that affect food and beverage service operations. (10 marks)

QUESTION 3

- a) Outline any five (5) uses of food menus in food service operations. (5 marks)
- b) Explain five (5) components of the catering policy in relation to food service operation management. (10 marks)
- c) Discuss any five (5) factors that contribute to the determination of staffing levels of a restaurant. (10 marks)

QUESTION 4

- a) Outline five (5) responsibilities of the Food and Beverage manager of a commercial operation. (10 marks)
- b) Explain any five (5) factors that may be used to measure the performance of a fast food operation. (10 marks)
- c) Examine any five (5) aspects that characterise cost oriented food and beverage operations. (10 marks)

...../pm