



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: Advanced Bar Operations

PAPER NO: 586/23/M04

DURATION: 3 hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions.

PAPER NO: 586/23/MO4 -ADVANCED BAR OPERATIONS

QUESTION 1

Examine any five (5) customer care strategies that would enhance customer satisfaction in bar operations. (15 marks)

QUESTION 2

Highlight the liquor licensing provisions that enable legal compliance of bar operators in Zimbabwe. (20 marks)

QUESTION 3

Examine the benefits of training bar staff. (10 marks)

QUESTION 4

Outline the responsibilities of the bar manager. (10 marks)

QUESTION 5

- a) Outline any five (5) elements that may be included on a bar customer service checklist. (10 marks)
- b) Suggest any five (5) ways the bar manager may use to deal with slow moving bar products. (10 marks)

QUESTION 6

Discuss any five (5) strategies to minimise costs in bar operations. (15 marks)

QUESTION 7

Outline any five (5) pricing techniques for bar products and services. (10 marks)

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