



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

**SUBJECT: Food and Beverage
Service**

PAPER NO: 333/S06

NOVEMBER 2011 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions

This paper consists of 2 printed pages.

SECTION A - ANSWER ALL QUESTIONS

QUESTION 1

State and explain any ten (10) qualities of a good waiter. (20 marks)

QUESTION 2

- a) State and explain five (5) advantages of using cyclical menus. (10 marks)
rotating
- b) Explain the employer's obligations to health and safety of guests and employees. (10 marks)

QUESTION 3

- a) Identify the menu items on a traditional continental breakfast. (5 marks)
- b) Outline the equipment items for a full English breakfast cover. (15 marks)

QUESTION 4

Explain the characteristics of each of the following sectors giving one (1) example for each sector.

- a) Fast Foods (5 marks)
- b) Popular catering (5 marks)

SECTION B - ANSWER ALL QUESTIONS

QUESTION 5

Outline the procedure for service of white wine in the restaurant. (20 marks)

QUESTION 5

- a) State the causes of bitter coffee brew. (5 marks)
- b) List the equipment required for service of Irish coffee. (5 marks)

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