



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Food and Beverage Service PAPER NO: 333/13/S06A

DURATION: 3 Hours

OCTOBER/NOVEMBER 2014 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions

Begin each question on a new page

This paper consists of 3 printed pages.

QUESTION 1

- a) What are beverages? (2 marks)
- b) What are the classifications of the beverages? (2 marks)
- c) Define alcoholic beverages (2 marks)
- d) What are compound beverages? (2 marks)
- e) Classify non-alcoholic beverages. (2 marks)

QUESTION 2

Explain in detail the methods through which the guest can order for room service? (20 marks)

QUESTION 3

- a) What is meant by service (2 marks)
- b) Fill in the blanks:
 - i) In French service, the food is served from (1 mark)
 - ii) American service is usually called..... (1 mark)
 - iii) English service is known as..... (1 mark)
 - iv) service is also known as self service. (1 mark)
 - v) A stack of plates is always carried with..... hands(s) (1 mark)
- c) What is the rule that is to be followed for service at the guest table? (5 marks)
- d) What are the rules that need to be followed to the right of the guest? (3 marks)

QUESTION 4

- a) Briefly describe the on-premise catering. (2 marks)
- b) Explain the following types of restaurants
 - i) Cafeterias (5 marks)
 - ii) Fast-Food restaurants (3 marks)
 - iii) Casual restaurants (3 marks)
- c) Differentiate between a café and coffeehouse (4 marks)
- d) What are pubs? (3 marks)

QUESTION 5

- a) Name some restaurant operating equipments. (5 marks)
- b) List and describe any three trolleys that are used for food and beverage service. (15 marks)

QUESTION 6

- a) Using the knowledge you have about beverages, enumerate the advantages of beverages. (10 marks)
- b) List any five types of teas that you know. (5 marks)

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