

MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF AGRIBUSINESS AND APPLIED SOCIAL SCIENCES

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: FOOD AND BEVERAGE MANAGEMENT

CODE: THMA124

SESSIONAL EXAMINATIONS

APRIL 2024

DURATION: 3 HOURS

EXAMINER: MRS MAPOKOTERA

INSTRUCTIONS

1. Answer any **four** questions **only**.
 2. Each question carries 25 marks
 3. Start a new question on a fresh page
 4. Total marks 100
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QUESTION 1

- (a) Explain the stages involved in wine production [10 marks]
(b) Explain any six (6) factors that influence the quality of wine. [15 marks]

QUESTION 2

- (a) Analyze any five (5) factors to consider when taking orders for children. [10 marks]
(b) Examine five (5) methods of payment used in Food and Beverage outlets [15 marks]

QUESTION 3

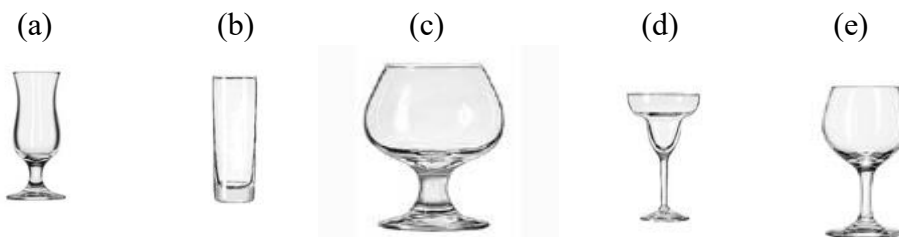
- (a) As the Food and Beverage Manager of an upmarket restaurant, explain any five (5) matrices used to measure performance [15 marks]
(b) Explain any three (3) methods you would adopt to measure customer satisfaction levels in the restaurant. [10 marks]

QUESTION 4

- (a) Analyse the following food service types;
(i) Room service [12 marks]
(iii) Home delivery [13 marks]

QUESTION 5

- (a) Describe the following types of glasses; [10 marks]



- (b) Examine any five (5) factors to consider in maintaining bar hygiene. [15 marks]

QUESTION 6

- (a) Characterize any five (5) groups of people who patronize eating out establishments. [10 marks]
(b) Explain any five (5) factors why people prefer to eat out. [15 marks]

END OF EXAMINATION!