



# MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

## FACULTY OF AGRI-BUSINESS AND COMMERCE

DEPARTMENT: TOURISM, HOSPITALITY AND LEISURE SCIENCES

MODULE: FOOD AND BEVERAGE MANAGEMENT

CODE: THMA 124

SESSIONAL EXAMINATIONS

DECEMBER 2023

DURATION: 3 HOURS

EXAMINER: MRS R MAPOKOTERA

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### INSTRUCTIONS

1. *Answer any four (4) questions only*
  2. *Each question carries 25 marks*
  3. *Total marks 100*
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### **QUESTION 1**

- a) Explain giving examples, the internal factors that complicate operations in food outlets. [15 marks]
- b) Identify and explain five faults in beers. [10 marks]

### **QUESTION 2**

- (a) Draw a hierarchical structure of a typical Food and Beverage Department of a 5 star hotel. [10 marks]
- (b) Outline any three duties of any five Food and Beverage personnel. [15 marks]

### **QUESTION 3**

- a) Explain how the Food and Beverage Department is related to any five hotel departments of your choice. [15marks ]
- b) Explain the following order taking methods used in Food and Beverage operations
- I. Duplicate system [5 marks]
- II. Triplicate system [5 marks]

### **QUESTION 4**

- a) Describe characteristics of the following breakfast menus;
- i. Continental breakfast [7 marks]
- ii. English breakfast [8 marks]
- b) Outline 10 points to consider when making cocktails. [10 marks]

### **QUESTION 5**

- a) What is contract catering as it is used in food and beverage. [5 marks]
- b) Discuss why organization would engage contract catering. [20 marks]

### **QUESTION 6**

- a) Explain any two types of hygiene [5 marks]
- b) Critically analyze the importance of putting on a uniform in a catering establishment. [20 marks]

**END OF EXAMINATION**