



ALUPE UNIVERSITY
COLLEGE
Bastion of Knowledge...

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**OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS**

UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

**SECOND YEAR SECOND SEMESTER REGULAR EXAMINATION
FOR DIPLOMA IN HOTEL AND HOSPITALITY
MANGEMENT**

COURSE CODE: DHRM 024

COURSE TITLE:FOOD AND BEVERAGE MANGEMENT

DATE:23/4/19

TIME: 9.00AM-12.00PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE



THIS PAPER CONSISTS OF 2 PRINTED PAGES

PLEASE TURN OVER

INSTRUCTIONS TO CANDIDATES



- i) Answer question **ONE** and any other **TWO** questions
- ii) Do not write on the question paper

QUESTION ONE

- a) Classify hospitality establishments into five various industry classifications and in each case indicate two (2) characteristics. (10marks)
- b) Discuss (5) tasks/roles of a hotel manager. (10marks)
- c) Differentiate between the following types of managers.
 - i) Departmental Manager and Unit/section manager
 - ii) General Manager and area manager
 - iii) Director and Owner (10marks)

QUESTION TWO

- a) Explain the meaning of meal/ drink experience. (2marks)
 - i) Discuss the factors that influence the meal/drink experience. (8marks)
- b) Distinguish between Products and services and in each case give two examples (10marks)

QUESTION THREE

- a) Expound on the meaning of purchasing. And discuss the functions of a purchasing officer in a hotel (10 marks)
- b) Discuss the qualities to look for when selecting a supplier. (10marks)

QUESTION FOUR

- a) Discuss the qualities of a dry goods food store . (10marks)
- b) Outline the points to consider when recruiting hotel staff. (10marks)

QUESTION FIVE

- 5a) Illustrate with a diagram the Difference between an ala carte menu and a table de hote menu. (10marks)
- b) Discuss points to consider when planning a menu for a small sized restaurant. (10 marks)