



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2017 SEMESTER

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

**COURSE CODE: BSHM 101
COURSE TITLE: KITCHEN ORGANIZATION AND FOOD
KNOWLEDGE**

DATE: 5 APRIL 2017

TIME: 3.00 PM – 6.00 PM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A: COMPULSORY QUESTIONS [40 MARKS]

Case Study: Strange ingredients

Several incidences of trainee injuries were reported in Milimani Restaurant kitchen. This ranged from minor scalds and bruises to major burns and cuts, with two of the fatal injuries, which included one chopped finger, receiving a medical attention. This must have escalated the complaints received from the restaurant side.

In previous occasions, the head chef in this restaurant had heard of flies in soups, vegetable peels and maize cobs in stews and grit in rice puddings. However, the cases reported during this particular day were extreme and frightening. The first customer discovered an oven glove baked into her slice of bread, which later turned out to be full of shreds of the hessian-type. The second complaint regarded deep fried chicken head in nuggets and a one-inch nail in macaroni meal (which was swallowed by a guest as confirmed through an X-ray in a nearby hospital). In this case, the guest had to remain in the hospital for medication at the cost of the hotel, while she waited for the nail to pass through her system. The third complaint was the worst case ever heard in the history of catering in the region: a severed human finger served in custard was discovered by a guest who had chewed on it, thinking it was a piece of candied nut, only to make the discovery later after spitting it out. The guest screamed loudly and went through a psychological trauma forcing the hotel to organize psychotherapy sessions for his recovery. The hotel was sued twice and ended up paying a total of ksh 3.7 million as compensation to the guests.

When followed up, it was discovered that no guidance was being offered to the students during their training sessions and that the kitchen did not have enough equipment for its staff. The kitchen also lacked a Sous Chef and the Head Chef had complained of poor compensation coupled with overwhelming responsibilities. After deliberation and consultations at the senior level management, the general manager decided to send the Head Chef on a compulsory leave. However, he decided to maintain the collaborations with the institutions.

(Source: Lecturer)

Question 1

a) In reference to the above case, answer questions **(i)** and **(ii)** below:

(i) Discuss the desirable attributes of a professional chef that the chef failed to portray.

[10]

- (ii) Explain the measures that the head chef in this kitchen should put in place to prevent occurrence of such incidences in future. [10]
- b) Explain the following methods of food production:
- (i) Poaching [2]
 - (ii) Grilling [2]
 - (iii) Sous vide [2]
 - (iv) Stewing [2]
 - (v) Braising [2]
- c) By citing relevant examples, explain briefly:
- (i) **TWO** benefits offered by food to enhance the social systems in a community. [2]
 - (ii) **TWO** reasons on why cooking styles differ across the world [2]
- d) Discuss **THREE** goals that any cooking method should be able to meet. [6]

SECTION B: ANSWER ANY THREE QUESTIONS [60 MARKS]

Question 2

- a) Evaluate **FIVE** challenges associated with development of skills that are required in a kitchen. [10]
- b) The centralized food production unit in Milimani Airport produces and packages food for five airline companies. The kitchen has been experiencing problems emanating from poor record keeping by the chef in-charge. By giving a justification to your answers, recommend and justify **FIVE** records that need to be kept in this kitchen. [10]

Question 3

- a) Recommend **TWO** quality factors to consider when purchasing the following ingredients:
- (i) Shelled sea foods [2]
 - (ii) Whole fish [2]
- b) Explain the role of a hotel kitchen in:
- (i) Marketing a hotel [2]
 - (ii) Staff motivation [2]
 - (iii) Encouraging staff growth and development [2]
- c) By citing relevant examples, discuss **FIVE** benefits that sugar offers in cookery. [10]

Question 4

- a) Discuss **FIVE** qualities of eggs that are considered as very important in food production.

[10]

- b) Chef Musonye has trained and worked in a religious based restaurant for more than ten years. Following the management's directive in this restaurant, virtually all food in this restaurant is not cooked in oil. The chef has transferred to your restaurant and you, as a head chef, are required to train him on the uses of oils. Explain to him the importance of oil in cookery. [10]

Question 5

- a) Differentiate:
- (i) Sauces and soups [2]
 - (ii) Pies and puddings [2]
- b) By citing relevant examples, explain the use of the following ingredients in cookery.
- (i) Cream [2]
 - (ii) Yoghurt [2]
 - (iii) Cheese [2]
- c) The management of a restaurant in the outskirts of a city has opted to keep up with the trends in technological developments in the equipment used in its kitchen. Analyze **FIVE** challenges the management should be prepared to handle in relation to food production equipment. [10]