



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2017 SEMESTER

BACHELOR HOSPITALITY MANAGEMENT

COURSE CODE: BSHM 205

COURSE TITLE: FOOD AND BEVERAGE CONTROL

DATE: 6 APRIL 2017

TIME: 8.00 AM – 11.00 AM

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 QUESTION [40 MARKS]

Question 1

a) Case study scenario

For the past two months at the restaurant you manage, beverage revenues have been lower and beverage cost percentages have been higher than those budgeted. There have been no personnel changes. The bar manager and bartender staff have been with the restaurant for more than a year. Use the five-step control process to illustrate how you might address this problem. [20]

b) You are provided with the following information extracted from stock valuation books of Yummy's café during the month of June 2015.

Week	Purchases	Issues
Opening stock: 20 items @ Sh. 15		
1	40 Items @ Sh.20	20 Items
2	30 Items @ Sh. 25	35 Items
3	25 Items @ Sh.30	20 Items
4	45 Items @ Sh. 26	30 Items

Required:

Calculate the opening stock for the month of July 2015 using FIFO (*FIRST IN FIRST OUT*). [10]

c) Discuss FIVE consequences for ordering more food and beverages that needed in a hospitality establishment. [10]

SECTION B, Answer ANY other THREE (60 Marks)

Question 2

a) Explain FOUR benefits of following Standard Operating Procedures (SOPs) in production of food and beverages in a restaurant. [04]

b) Distinguish between controllable and non-controllable cost giving THREE examples of each in a hotel as an establishment. [06]

c) By explaining the meaning of yield testing, examine FOUR benefits associated with the concept to a newly opened hotel. [10]

Question 3

- a) The planning and control that goes into the purchasing process is wasted if no one ensures that products delivered meet the operation's standard purchase specifications. In this regard, discuss **FIVE** measures you would undertake as a food and beverage controller in order to ensure an efficient receiving process. **[10]**
- b) You are a food and beverage controller of a newly opened hotel in town. Analyze **FIVE** proper storage practices for foods and explain how each can be used to maintain quality. **[10]**

Question 4

- a) Explain **FIVE** ways in which food and beverage managers use techniques such as job rotation, enrichment and enlargement to increase employee productivity and control turn over. **[10]**
- b) It is difficult, perhaps impossible, to design a revenue control system that will prevent clever, dishonest employees from stealing. In the light of this statement, analyze **FIVE** ways you would put in place in order to implement a 99.99% revenue control system in a hotel that, over the years has been experiencing increased costs of foods and beverages. **[10]**

Question 5

- a) Explain **FIVE** purposes of budgeting in a food operation. **[10]**
- b) Describe the stages involved in the budgeting cycle of a hospitality establishment. **[10]**