



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER**

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT**

COURSE CODE: BSHM 205

COURSE TITLE: FOOD & BEVERAGE CONTROL

DATE: 10 AUGUST 2018

TIME: 11.30 AM-2.30 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

Question One

Case Study:

The 'Carbonara Duke' restaurant was originally a 50 cover Italian restaurant in California, USA. In the first few years of operation, business was doing well and the restaurant was featuring in major tourist guides and newspapers as a 'must visit' restaurant not only for the great cuisine but also for the fantastic décor.

As business picked up the restaurant owner decided to expand so when the opportunity appeared to acquire the lease for the property next door he did so and expanded the restaurant to a 150 seater. Things seemed to be going well and the owner was certain that he would get a good return on his investment. However, the original small team could not cope with the business and the new chefs and waiters did not have the rapport that a small team had. Soon the restaurant was faced with problems of stock control especially in the bar area. Stock would go amiss quite often and wastage levels both in food and beverages had hit an all-time high. Worst of all the management could not identify if the problem was at the bar or the cellars and had no idea as to how to resolve the issue.

Some suspected theft whilst others felt it was merely bad management. The owner decides to hire a consultant to come up with an effective food and beverage control system that helps alleviate the problem. In her briefing to you she has suggested that money is not a problem.

Required:

- a) What do you think are the key issues or potential problem areas with the restaurant in terms of food and beverage control? **[5 marks]**
- b) How can the key issues you have mentioned above be resolved? **[5 marks]**
- c) Why are Computer Receiving Systems important in the Food & Beverage Control process? Explain using **TWO** points. **[5 marks]**
- d) There are several tactics that can be used to reduce purchasing costs. Explain **FIVE**. **[10 marks]**
- e) With the aid of a diagram, explain the **FIVE** areas of the control process. **[15 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Write short notes on the following:
- (i) Selecting suppliers [5 marks]
 - (ii) Perishable products [5 marks]
- b) State and Explain **FIVE** functions of Control. [10 marks]

Question Three

- a) Using **FIVE** points explain the receiving procedures. [10 marks]
- b) Briefly explain the difference between 'Directs' and 'Stores'. [10 marks]

Question Four

- a) What is budgeting? [1 mark]
- b) Write short notes on the following:
- (i) Make storage areas lockable [1.5 marks]
 - (ii) Ensuring proper storage [1.5 marks]
- c) State the **SIX** main maintenance factors, in amounts individually deemed to be necessary, becoming part of what employees want from their jobs. [6 marks]
- d) 'Bartenders can also ring sales on another this point r bartenders' key and pocket the revenue, thereby making the other bar tender short.' Explain using **FIVE** points. [10 marks]

Question Five

- a) Briefly explain the following types of cost:
- (i) Controllable cost [1 mark]
 - (ii) Variable cost [1 mark]
 - (iii) Indirect cost [1 mark]
 - (iv) Historical cost [1 mark]
 - (v) Prime cost [1 mark]
- b) With the aid of a diagram, enumerate the **FIVE** parts of the budgeting cycle. [15 mark]