



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER**

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT**

COURSE CODE: BSHM 101

**COURSE TITLE: KITCHEN ORGANIZATION & FOOD
KNOWLEDGE**

DATE: 6 AUGUST 2018

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

Question One

Case study: Very bad service!

We had a very bad experience at Robert's kitchen as opposed to our expectations. Firstly our food was served late, which would still have been understandable if the food quality was good. On top of serving our order late, my T-bone steak was served cold!

Right away I asked for it to be heated up. I watched the server take the steak inside the kitchen and explain the issue to the chef named Brad, who seemed in a bad mood already. Chef Brad then lifted my steak off the plate with his bare hands (yes I mean no gloves) and placed it to be re-heated, which again took another 20 minutes!

Mr. Brad then rushed out to the outside seating area to smoke a cigarette and browse through his phone. And then we waited another 10 minutes for the server to arrange for a take away bag for our leftovers. The place needs customer friendly employees and better time management!

(Source: TripAdvisor, 15th February 2017)

Question 1

- a) In reference to the above case, answer questions (i) and (ii):
- (i) Identify the key problems the guest identified and give solutions. [10 marks]
 - (ii) State and explain **FIVE** ways to maintaining hygiene in the kitchen. [10 marks]
- b) Discuss **FIVE** techniques of steaming food. [10 marks]
- c) Describe **FIVE** points related to the coordination between the kitchen and the security department. [10 marks]

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Enumerate the kitchen uniform worn by kitchen staff using **FIVE** points. [10 marks]
- b) Any design should incorporate good workflow patterns and ergonomic solutions to building constraints.' Explain **FIVE** criteria's in relation to designing a kitchen. [10 marks]

Question Three

- a) Explain how the factors highlighted below determine what foods a person eats.
- (i) Cultural factors [2 marks]
 - (ii) Social factors [2 marks]
 - (iii) Religious factors [2 marks]
 - (iv) Environmental factors [2 marks]
 - (v) Political factors [2 marks]
- b) State and explain **FIVE** factors influencing planning and designing of a kitchen. [10 marks]

Question Four

- a) Write short notes on the following:
- (i) Boiling [1.5 marks]
 - (ii) Poaching [1.5 marks]
- b) State **FIVE** factors to consider when selecting kitchen equipment. [5 marks]
- c) With the aid of a diagram explain the **SIX** basic organization skills needed before actual preparation and cooking. [12 marks]

Question Five

- a) State **FIVE** factors of storage of fat and oil. [5 marks]
- b) With the aid of a diagram explain the anatomy of an egg using **FIVE** points. [15 marks]