



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY- APRIL 2025 SEMESTER**

### **BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT**

**COURSE CODE: BSHM 205**

**COURSE TITLE: FOOD AND BEVERAGE CONTROL**

**DATE: APRIL 2025**

**TIME: 2 HOURS**

---

#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** 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**

Gourmet Haven, a mid-sized fine dining restaurant, has been experiencing financial inconsistencies and quality fluctuations in its food and beverage operations. The restaurant manager, Mr. Patel, has noticed an increase in food costs, occasional stock shortages, and customer complaints about inconsistent portion sizes. Additionally, discrepancies in supplier deliveries and potential fraud in the receiving process have raised concerns about inventory management. To address these issues, the restaurant's management team has decided to implement a structured food and beverage control system to ensure cost efficiency, maintain quality standards, and enhance operational transparency.

During a staff meeting, Mr. Patel explained that a food and beverage control system is essential for managing costs, reducing waste, and ensuring consistent food quality. He outlines key objectives, such as minimizing food wastage, standardizing portion sizes, preventing theft, and optimizing procurement. The restaurant's finance team emphasizes that effective cost control measures will improve profitability without compromising food quality. Recognizing that poor receiving procedures contribute to losses, Mr. Patel also introduced essential receiving procedures to prevent theft and fraud. These include verifying delivery quantities, inspecting product quality, cross-checking invoices, and ensuring that unauthorized personnel do not access the storage areas.

To further strengthen procurement processes, the restaurant decides to develop Standard Purchase Specifications (SPS) for all food and beverage supplies. This system ensures that purchased ingredients meet predefined quality standards and consistency requirements. The purchasing manager, Ms. Aisha, explains that a well-defined SPS should include product name, quality standards, packaging requirements, supplier details, and price agreements. By implementing SPS, the restaurant ensures that suppliers deliver the correct products at agreed-upon prices, reducing the risk of receiving substandard or overpriced ingredients.

Through these measures, Gourmet Haven aims to enhance efficiency, reduce financial losses, and maintain high-quality service. The restaurant's management encourages staff to understand the importance of food and beverage control, proper receiving procedures, and Standard Purchase Specifications to achieve long-term success.

***SOURCE: LECTURER***

- a) Food and beverage control ensures cost efficiency and quality maintenance. Explain **five** objectives of implementing a food and beverage control system in a restaurant. **[10 marks]**
- b) Proper receiving procedures help prevent theft and fraud. Describe **five** essential receiving procedures that should be followed in a hospitality business. **[10 marks]**
- c) Explain **five** components of a Standard Purchase Specification (SPS) and their role in food and beverage procurement. **[10 marks]**

## **SECTION B: ANSWER ANY TWO QUESTIONS**

### **Question Two**

- a) Food and beverage outlets face different control challenges. Explain **five** common problems in food and beverage control. **[10 marks]**
- b) Describe **five** common methods of purchasing in food and beverage establishments. **[10 marks]**

### **Question Three**

- a) Storage and issuing of inventory require strict controls. Describe **five** best practices for storing food and beverage items to maintain quality and prevent losses. **[10 marks]**
- b) Receiving is a critical phase in food and beverage cost control. Explain the **five** types of records and documents used in the receiving process. **[10 marks]**

### **Question Four**

- a) Computerized receiving systems are increasingly used in the hospitality industry. Analyze **five** advantages of using a computerized receiving system over a manual system. **[10 marks]**
- b) Inventory turnover helps determine stock efficiency. A hotel has an average food inventory of Ksh. 75,000 and the cost of food sold for the month is Ksh. 300,000. Calculate the inventory turnover ratio and explain its significance. **[10 marks]**

### **Question Five**

- a) A five-star hotel in Nairobi requires 25,000 bottles of premium wine annually for its various restaurants and bars. The cost of placing an order is KSh 8,000, and the annual holding cost per bottle is KSh 50. Due to supplier limitations, the hotel can only receive deliveries in batches of 5,000 bottles per order instead of the EOQ quantity. Calculate the Economic Order Quantity (EOQ). **[5 marks]**
- b) A restaurant aims to maintain a food cost percentage of 30%. If a dish costs Ksh. 250 to prepare, what should be the selling price to achieve the target food cost percentage? **[5 marks]**
- c) Security concerns in receiving must be addressed to prevent losses. Explain **five** security measures that should be implemented in the receiving area of a food and beverage establishment. **[10 marks]**