



**ELIZADE UNIVERSITY
ILARA-MOKIN, ONDO STATE, NIGERIA**

**FACULTY: HUMANITIES, SOCIAL AND MANAGEMENT SCIENCES
DEPARTMENT: TOURISM AND HOSPITALITY MANAGEMENT
FIRST SEMESTER EXAMINATIONS
2020/2021 ACADEMIC SESSION
COURSE CODE: HTM 303
COURSE TITLE: FOOD SERVICE & BAR OPERATIONS
COURSE UNIT: 3
DURATION: 2 Hours**

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HOD'S SIGNATURE

SECTION A (NON ESSAY TYPE)

Multiple Choice Questions/Fill in the Gap Questions/ True or False Questions. 60 Questions at 1/2 (0.5) mark each.

Total Marks for Section A: 30 Marks

SECTION B (ESSAY TYPE)

Written essays, definitions, description of concepts etc. 4 Questions, answer 3. 10 Marks each.

Total Marks for Section B: 30 Marks

TOTAL MARKS FOR EXAMINATIONS: 60 MARKS.

TIME ALLOCATION: 2 HOURS.

SECTION A

Instruction

Answer all questions in this section

MULTIPLE CHOICE QUESTIONS (MCOs) ½ Mark each

1. Which of the following is NOT bar equipment?
 - (a) Wine shaker
 - (b) Goblet
 - (c) wine opener
 - (d) Wine list

2. Which of these is not a department in the Hotel?
 - (a) Front Office
 - (b) Kitchen
 - (c) Food and Beverage Services
 - (d) Accommodation

3. One of the following is not a classification of hospitality industry
 - (a) Outdoor catering
 - (b) Hotel operations
 - (c) Restaurant
 - (d) All of the above

4. The head of the Bar unit is called
 - (a) Head waiter
 - (b) F&B manager
 - (c) Bar Man
 - (d) Chef

5. Which of the following is NOT example of non-commercial catering outlet?
 - (a) Restaurant
 - (b) Staff canteen
 - (c) Religious cafeteria
 - (d) Prison canteen

6. The primary aim for effective service in the food and beverage services is----
 - (a) Profit maximization
 - (b) Customers satisfaction
 - (c) Safety purpose
 - (d) Hygienic purpose

7. Which of the following is NOT part of ingredients for the making of chapman?
 - (a) Angostura bitter
 - (b) Spirit
 - (c) Beer
 - (d) Black currant

8. Fruit juice contain -----
 - (a) Vitamin C
 - (b) Mineral salt
 - (c) Amino Acid
 - (d) Vitamin D

9. The purpose and requirements of legislation are for the following reasons:
- (a) Health and safety of staff and customers
 - (b) Customer satisfaction/ Protection
 - (c) Protection of minors
 - (d) All of the above
10. Top key benefits of customer satisfaction
- (a) Loyalty/Support pillars.
 - (b) Support pillars.
 - (c) Sales revenue.
 - (d) All of the above
11. The external environment for a company covers many aspects. It is suggested that the environment covers
- (a) Two main areas
 - (b) Three main areas
 - (c) One main area
 - (d) None of the above
12. Beverages can be divided into
- (a) Two
 - (b) Three
 - (c) Four
 - (d) All of the above
13. Effective strategies cannot be developed without firstly analyzing the environment in which the company operates
- (a) Operates
 - (b) Founded
 - (c) Established
 - (d) None of the above
14. After clearing the main meal crumbling done must not place within
- (a) 10 minutes
 - (b) 15 minutes
 - (c) 05 minutes
 - (d) 03 minutes
15. The product of the hospitality industry is
- (a) Food
 - (b) Drink
 - (c) Accommodation/relaxation
 - (d) All of the above
16. The consequences of non-compliance:
- (a) Loss of employment
 - (b) Imprisonment.
 - (c) Employee fine
 - (d) All of the above

17. Beverage is a type of

- (a) Liquid
- (b) Substance
- (c) Spirit
- (d) Wine

18. The 7Ps are a set of recognized

- (a) Marketing strategy
- (b) Marketing survey
- (c) Marketing tactics
- (d) None of the above

19. What are the current trends in mobile advertising

- (a) Instagram
- (b) Twitter
- (c) Facebook
- (d) All of the above

20. The first step of handling complaint is to

- (a) Ask question
- (b) Take notes
- (c) Listen
- (d) All of the above

FILL-IN- THE- GAP WITH THE CORRECT OPTION

1. Food and Beverage department comprises of three units; The kitchen, -----and --

2. The first course of a la carte menu is known as -----
3. The mixture of two spirits or spirit and fruit juice called-----
4. Fixed priced is known with what kind of menu? _____
5. The protein of a meal can be served at what position of time? _____
6. Fruit juice are served at what temperature? _____
7. What is the accompaniment to a main meal? _____
8. A Male that does the waiting job at the bar is called _____
9. Beverage can be divided into _____ and _____
10. In Restaurant, Bill or invoice is known as _____
11. The first course of a menu is usually _____
12. Alcoholism is now known as _____
13. The main reason for alcohol consumption is its ability to produce _____ and
stress relieving effects
14. Alcohol consumption can affect work _____
15. Beverage is a type of _____ that you can consume for sustenance

16. Mocktails is a mixture of _____ juices and other soft drinks
17. Place setting are called _____
18. A la carte menu offers a wide choice of _____ dishes
19. It is important to understand the _____ relating to foods
20. Sales promotion is the process of persuading a potential customer to buy the

ANSWER TRUE/ FALSE

1. Menu is a bill of fare
(a) True
(b) False
2. Silver plating requires manipulating of fork and knife
(a) True
(b) False
3. Servicing in the restaurant does not require emotional skill but only technical skill
(a) True
(b) False
4. Mis-en place is only suitable for kitchen production but not necessary in the Servicing areas.
(a) True
(b) False
5. All wine and menu must be served chilled to the guests
(a) True
(b) False
6. Personal hygiene is a prerequisite for an effective service
(a) True
(b) False
7. Alcoholic drinks must be served before the service of meal to guests
(a) True
(b) False
8. The important of charger is to allowed the meal to get chilled
(a) True
(b) False

9. Menu card is a promotional means and guest guide in a restaurant
(a) True
(b) False
10. Table d'hôte is cooked to the order of the guest
(a) True
(b) False
11. Families are affected by alcohol consumption
(a) True
(b) False
12. Loyalty cards are where customers earn points for buying certain goods
(a) True
(b) False
13. Mobile advertising is not similar to online advertising
(a) True
(b) False
14. For centuries, alcohol consumption has been part of our culture and society
(a) True
(b) False
15. There are seven types of menu
(a) True
(b) False
16. Floor service staff must cooperate with other staff in the establishment
(a) True
(b) False
17. People refer to the staff as sales people who work for business
(a) True
(b) False
18. Couvert in French means food setting
(a) True
(b) False
19. Tray service is when food is carried to a person by a food service employee
(a) True
(b) False
20. The first catering seen on planes could be described as a packed lunch of assorted sandwiches plus a flask of tea
(a) True
(b) False

SECTION B

Instruction

Answer Any Three Question And Each Question Carry 10marks

1a. What is the purpose and requirements of legislation in food and beverage operations?

(2 Marks)

1b. What are the top key benefits of customer satisfaction? (3 Marks)

1c. What are the good practice in avoiding conflict situations? (3 Marks)

1d. What is the product of the hospitality industry? (2 Marks)

2. Work performance are affected by alcohol consumptions. Discuss (10 Marks)

3a. As a salesperson for Elizade Guest house, highlight the various methods of sales promotion (5Marks)

3b. The external environment for a company covers many aspects of the environment the Macro-environment and the Micro-environment. What forces do they consist of? (5 marks)

4. What is the mode of tray service with the rail and hotel floor / rooms' service? (10 Marks)