



NATIONAL OPEN UNIVERSITY OF NIGERIA
UNIVERSITY VILLAGE, NNAMDI AZIKIKWE EXPRESSWAY, PLOT 91, CADASTRAL ZONE,
JABI ABUJA
FACULTY OF AGRICULTURAL SCIENCES
SEMESTER EXAMINATION QUESTION 2022

PROGRAMME: CATERING AND TOURISM MANAGEMENT

COURSE TITLE: ADVANCED FOOD AND BEVERAGE SERVICE

COURSE CODE: HCM437

CREDIT UNIT: 2

TOTAL SCORE: 70 Marks

TIME ALLOWED: 2 HOURS

INSTRUCTION: 1. Attempt only three questions.

- 1 a What are glass wares? List the types of glass wares and their uses. **10mks**
b. Identify and describe briefly at least eight (8) hot plate terminologies you know. **8mks**
c. As a manager, explain to your food service operators, the procedure they would take to manage a situation in the event of a fire outbreak in your restaurant. **6mks**
- 2 a A business man who has a meeting at 2 pm has booked lunch to be served in your restaurant. Being a manager, describe the order you would take in serving the menu. **17mks**
b Explain the following customer process:
i. Self service ii. Assisted service iii. In situ service **6mks**
- 3 a. List and briefly explain the various methods of taking food and beverage order. **8mks**
b Define the following: i. Mis- en –Place ii. Customer service **4mks**
c. Explain what you understand by Hotplate. **5mks**
d. Identify and describe the various factors that affect customers meal experience **6mks**
- 4 a. Describe briefly, the sanitation standards in handling service equipment. **9mks**
b. What is the difference between serving food with one hand and serving food with both hands? **6mks**
c. Mention and comment on any four of the styles of services that are internationally recognized. **8mks**