



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF AGRICULTURAL SCIENCES
SEPTEMBER/OCTOBER 2015 EXAMINATION**

COURSE CODE: HCM 437

COURSE TITLE: ADVANCED FOOD AND BEVERAGE SERVICE

TIME ALLOWED: 2 HOURS

Instructions: 1. Attempt question Number one (1) and any other two (2).

2. Question number 1 is compulsory and carries 30 marks, while the other questions carry equal marks each

3. Present all your points in coherent and orderly manner

1. (a) i. Mr D. is a business man who has a meeting for 1:30 pm and has booked lunch to be served in your restaurant, describe the order you would take in serving the menu (10 marks)
ii. List and briefly explain the various methods of taking food and beverage order. (5 marks)
- (b) Explain the following customer process:
 - i. Self service
 - ii. Assisted service
 - iii. In situ service (5 marks each).
2. (a) Identify and describe the various factors that affect customers meal experience (10 marks)
- (b) Differentiate between level of service and standard of service (3 marks)
- (c) Outline and describe briefly the basic consumer needs and how you would meet these needs as a food service operator (7 marks).
3. (a) Explain what you understand by Hotplate (5 marks)
- (b) Identify and describe briefly at least five (5) hot plate terminologies you know (10 marks).
- (c) What are glass wares? List 5 types of glass wares and their uses (5 marks)
4. (a) (i) State five (5) and explain in details two (2) styles of service that you know. (12 marks)
- (ii) Highlight the various service techniques used in food service operation (4 marks)
- (b) Define the following:
 - i. Mis- en -Place

ii. Customer service

(4 marks).

5. (a) In the event of a fire outbreak in your restaurant, as a food service operator, describe the procedure you would take to manage the situation (8 marks).

(b) Describe briefly, the sanitation standards in handling service equipment (12 marks).