



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JANUARY/FEBRUARY 2013 EXAMINATION**

COURSE CODE: HCM 437 CREDIT UNITS: 2
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 2 questions carry 20 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) Identify the various mistakes commonly made in decorating a restaurant (5marks).

(c) Describe briefly, the sanitation standards in handling service equipment (7 marks).

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