



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Nnamdi Azikwe Express Way, Jabi, Abuja
Faculty of Agricultural Sciences
2020_1 Examination

Programme: Hotel and Catering Management

COURSE TITLE: ADVANCED FOOD AND BEVERAGE SERVICE

COURSE CODE: HCM 437

Credit Unit: 2

Total Score: 70 Marks

Time Allowed: 2 Hours

Instructions: Attempt four (4) questions. Question 1 carries 25 marks, while others 15 marks each

- 1 a. Give a detailed explanation of the types of trolleys used in the food and beverage service outlets of a modern restaurant.
b. Explain what is meant by Napkins or Serviettes. Describe how to place a napkins on the table during diner
c. When you bear in mind the expectations that customers have, you will be able to do a better job at meeting or exceeding their needs. Mention five ways you can achieve Success in Service.
- 2 a. What are glass wares? Identify at least fifteen types of glassware used in a modern restaurant in Nigeria.
b. Discuss the use of the following in a restaurant: a. Skewers b. Oyster fork c. Lobster fork d. Hollowware e. cutlery
- 3.a What are five good things a restaurant must observe to achieve good customer service? 5mks
b. Explain how you can deal with a suspicious item or package in order to maintain security of the establishment.
- 4 a What is customer service?
b. Identify and discuss the key to good customer service
- 5 a. Discuss five key expectations of the customer that make him/her feel welcomed.
b. What is service sequence? Enumerate food and beverages service sequence
- 6 a. Describe in detail the factors that affect customers meal experience
b. Discuss five procedures for decorating a restaurant.