

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR
OF CATERING AND HOTEL MANAGEMENT**

BCHM 251: QUANTITATIVE FOODS

STREAMS: BCHM Y2S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 06/12/2019

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- Answer ALL questions in SECTION A and any TWO in SECTION B
- Do not write anything on the question paper

SECTION A (30 MARKS)

1. Describe the relationship between a salad and a sauce. (4 marks)
2. Describe how the food and plate affects the customer psychologically. (6 marks)
3. Explain two ways in which a banquet server can make the dining area attractive to a guest. (4 marks)
4. Briefly explain the simple steps of adopting a recipe for use in a restaurant. (6 marks)
5. Briefly explain any three food characteristics that will create interest thus remove monotony in a meal. (6 marks)
6. Difference between: (4 marks)
 - (a) Entrée and relevé
 - (b) Fritter and fruit based dessert

SECTION B (40 MARKS)

7. (a) In order to enjoy a meal, a customer needs an item to get them in the mood of eating. Discuss any six items a Chef will provide to serve this purpose. (12 marks)
- (b) Discuss the actions of a waiting staff that would make a customer feel welcome and want to visit the restaurant always. (8 marks)
8. Discuss five tools a food manager can use to ensure the customer gets their ordered dish as and when they expect it. (20 marks)
9. (a) Using relevant examples, describe five characteristics of a meal which will cause a customer to develop loyalty to a specific restaurant. (10 marks)
- (b) The public health officers in a nearby town have ordered closure of a certain restaurant. Explain four possible reasons for this action. (10 marks)
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