



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**UNIVERSITY VILLAGE, NNAMDI AZIKIKWE EXPRESSWAY, PLOT 91, CADASTRAL**  
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**FACULTY OF AGRICULTURAL SCIENCES**  
**POP SEMESTER EXAMINATION QUESTION 2021\_2**

**PROGRAMME: CATERING AND TOURISM MANAGEMENT**  
**COURSE TITLE: ADVANCED FOOD AND BEVERAGE SERVICE**  
**COURSE CODE: HCM 437**  
**CREDIT UNIT: 2**  
**TIME ALLOWED: 2 HRS**  
**TOTAL SCORE: 70 Marks**  
**INSTRUCTION: Attempt any three questions**

- 1a. What is the aim of food and beverage operations? **3mks**
  - b. Discuss Customer service in foodservice operations. **5mks**
  - c. Describe how a check can be presented to the customer after service. **8mks**
  - d. Mention any seven (7) security measures that can help in maintaining a secured foodservice environment. **7mks**
- 2a. Expatiate on the following: Service level, Service Availability, Level of Standards, Service Reliability,  
Service Flexibility. **10mks**
- b. Giving good service is a very difficult task According to Albrecht (1992), there are seven deadly sins of  
service. List these 'sins.' **7mks**
- c. Summarized the stages of food and beverage service sequence. **7mks**
- 3a. The restaurant business is about serving people. There are several ways to offer great customer service at  
your restaurant. Briefly discuss these ways. **12mks**
- b. Identify and comment on five (5) factors that usually lead to breakages during food and beverages services  
and proffer solutions that can help to avoid breakages. **11mks**
- 4a. Give three examples of good customer service tips with brief explanation. **12mks**
- b. Describe the back-of- house service areas. **6mks**
- c. The ways in which food and beverage service can be carried out depend on several factors. Enumerate  
these factors. **6mks**