



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**UNIVERSITY VILLAGE, NNAMDI AZIKIKWE EXPRESSWAY, PLOT 91, CADASTRAL ZONE,**  
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**FACULTY OF AGRICULTURAL SCIENCES**  
**SEMESTER EXAMINATION QUESTION 2022**

**PROGRAMME: CATERING AND TOURISM MANAGEMENT**

**COURSE TITLE: ADVANCED FOOD AND BEVERAGE SERVICE**

**COURSE CODE: HCM437**

**CREDIT UNIT: 2**

**TOTAL SCORE: 70 Marks**

**TIME ALLOWED: 2 HOURS**

**INSTRUCTION: 1. Attempt only three questions.**

- 1 a What are glass wares? List the types of glass wares and their uses. **10mks**
  - b. Identify and describe briefly at least eight (8) hot plate terminologies you know. **8mks**
  - c. As a manager, explain to your food service operators, the procedure they would take to manage a situation in the event of a fire outbreak in your restaurant. **6mks**
  
- 2 a A business man who has a meeting at 2 pm has booked lunch to be served in your restaurant. Being a manager, describe the order you would take in serving the menu. **17mks**
  - b Explain the following customer process:
    - i. Self service ii. Assisted service iii. In situ service **6mks**
  
- 3 a. List and briefly explain the various methods of taking food and beverage order. **8mks**
  - b Define the following: i. Mis- en –Place ii. Customer service **4mks**
  - c. Explain what you understand by Hotplate. **5mks**
  - d. Identify and describe the various factors that affect customers meal experience **6mks**
  
- 4 a. Describe briefly, the sanitation standards in handling service equipment. **9mks**
  - b. What is the difference between serving food with one hand and serving food with both hands? **6mks**
  - c. Mention and comment on any four of the styles of services that are internationally recognized. **8mks**