

1. (a) Explain **four** factors that contributed to the growth of the hospitality industry. (8 marks)
- (b) Outline the billing procedure for guests having a meal in a restaurant. (12 marks)
2. (a) Highlight the measures that should be taken by a receptionist to ensure that there is proper control of guest room keys. (10 marks)
- (b) Describe **five** types of spirits. (10 marks)
3. (a) Outline the procedure followed when cleaning a refrigerator. (10 marks)
- (b) Describe **five** methods used in the service of beverages. (10 marks)
4. (a) Using a flow chart, describe the organizational structure of the house keeping department in an establishment. (12 marks)
- (b) Outline the characteristics of a good menu. (8 marks)
5. (a) Explain the steps followed in the process of room reservation. (12 marks)
- (b) Explain **four** factors that determine the style of service used in a hotel restaurant. (8 marks)
6. (a) Outline the steps followed when cleaning a hotel bathroom. (12 marks)
- (b) Explain **four** front-of-the-house hospitality services. (8 marks)
7. (a) Explain **five** types of knives used in a hotel restaurant. (10 marks)
- (b) Outline the duties of a head chef. (10 marks)