ELIZADE UNIVERSITY

ILARA-MOKIN, ONDO STATE, NIGERIA

FACULTY: SOCIAL AND MANAGEMENT SCIENCES

DEPARTMENT: HOTEL MANAGEMENT AND TOURISM

SECOND SEMESTER EXAMINATIONS

2018/2019 ACADEMIC SESSION

COURSE CODE: HTM 402

COURSE TITLE: ADVANCE FOOD SERVICE

DURATION: 2 Hours

HOD`S SIGNATURE

INSTRUCTION: Answer any **Four (4)** Questions.

1a. Highlight professional attributes /skills required to successfully carry-out the purchase of the necessary food commodities for your planned function (10 Marks)

1b. State factors to be considered when proposing to buy food and beverages service equipment? (5 Marks)

2a. Justify reasons for urgent and early development of theories for the subject advance food and beverages service management (7 Marks)?

2b. Explain the benefits that may be achieved by adopting advance food service approaches in Nigerian hospitality institutions? (8 Marks)

3a. State the processes required in successful floor/room service operations in the hotel industry? (10 Marks)

3b. Explain to an apprentice the attributes expected of an advance food and beverages service personnel? (5 Marks)

4a. There is no stereotyped definition for the term advance food and beverages service resources? Discuss (5 Marks).

4b. State and explain various technical skills that could be adopted in advance food and beverages service operations? (8 Marks)

4c. Highlight major resources needed for advance food and beverages service operations? (2 Marks)

5a. There is no universally accepted definition of the subject advance food and beverages service management. Discuss? (6 Marks).

5b. Adoption of advance food service methods depends on a number of factors. Discuss? (4 Marks).

5c. State the various service methods adopted for delivering on advance food and beverages service operations in the Hotel industry? (5 Marks).

6a. Operators of the food and beverages service industry need to have adequate knowledge of the symptoms of deteriorating customer relations? Discuss (10 Marks).

6b. Model Job Performance approach to Analyse Training Needs of staff in the food and beverages service industry? (5 Marks).