

Section I. Choose and answer any six (6) questions

30 marks

- (01)** In order to be successful as specialist in catering services, you have to understand what catering is. How can you define catering? **(5 marks)**
- (02)** As a manager of Umubano Hotel, you know that business growth depends on customer satisfaction. What are strategies for knowing customer needs? **(5 marks)**
- (03)** Marriott hotel hired you as an expert in culinary arts to plan menus for this hotel, what will you consider when planning a menu? **(5 marks)**
- (04)** You are specialized in food production, and one of your responsibilities is to deal with food contamination that causes food borne diseases. How can you define food contamination? **(5 marks)**
- (05)** You are executive chef in Silverback lodge and you have to explain to other junior staff about food contamination, tell them ways in which food can be contaminated. **(5 marks)**
- (06)** One of your guest spent one night in your hotel, and in the following morning started to complain that he has a problem of food poisoning, what are symptoms of food poisoning? **(5 marks)**
- (07)** Cross contamination is one of causes of food borne illnesses. Describe cross contamination to other staff members. **(5 marks)**
- (08)** Serving food which is not safe or which is contaminated can cause many dangerous diseases to consumers. Find strategies for protecting food from contamination. **(5 marks)**
- (09)** If you own a catering business or if you are a manager, it is your responsibility to purchase and control all equipment's, what are types of tools and equipment for catering? **(5 marks)**

- (10) Write a recipe to help you to avoid food wastage, give five kinds of information in the recipe that can help you to reduce food wastage.

(5 marks)

Section II. Choose and Answer any seven (7) questions

70 marks

- (11) In these days people are very busy and can't get time to prepare their own food at home and look it from catering establishments. Explain any other five importance of catering services to society in general.

(10 marks)

- (12) Catherine is sales agent at Virunga hotel and is responsible for promoting hotel products including catering services.

Distinguish five types of catering services.

(10 marks)

- (13) One of functions of hotel cooks and supervisors is proper usage of food ingredients to avoid wastage and food contamination; discuss five ways for protecting food from wastage.

(10 marks)

- (14) When you are writing a recipe as a chef in the kitchen, there are factors to consider. Outline five guidelines for writing a recipe.

(10 marks)

- (15) Among causes of restaurants loss is poor management of remaining ingredients. As a cook show five ways in which you can prepare remaining ingredients to be used next time.

(10 marks)

- (16) Suppose that you are going to start a catering business, what will be your five main objectives, and why?

(10 marks)

- (17) For a catering company to be successful in its business operation it requires reliable supplier to bring service supplies such as material and ingredient. Give five examples of packaging supplies.

(10 marks)

- (18) You are a restaurant owner and it is your responsibility to add some products or not. What factors to be considered in planning to add more products? **(10 marks)**
- (19) We use packaging products for different reasons. Explain five importances of products we use in packaging. **(10 marks)**
- (20) When we are planning catering for an event, there are many factors we consider. Describe the factors considered before deciding on type and style of event catering. **(10 marks)**