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<b>QUALIFICATION:</b> Bachelor of Hospitality Management	
<b>QUALIFICATION CODE:</b> 07BHOM	<b>LEVEL:</b> 7
<b>COURSE:</b> Food and Beverage Operations	<b>COURSE CODE:</b> FBO 510S
<b>DATE:</b> June 2022	<b>SESSION:</b> Paper 1
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

## FIRST OPPORTUNITY QUESTION PAPER

**EXAMINER:** Ms. Alida Siebert

**MODERATOR:** Ms. H Shiyandja

**THIS QUESTION PAPER CONSISTS OF 3 PAGES  
(INCLUDING THIS FRONT PAGE)**

### INSTRUCTIONS

1. Answer **all** questions.
2. Read all the questions carefully before answering.
3. Marks for each question are indicated at the end of each question.
4. Please ensure that your writing is legible, neat, and presentable.
5. Number answers very carefully and clearly.

**Question 1**

**(3)**

Certain coffees have flavouring added, either in the blend or during the process of making. Which flavourings must be added to give you the following coffees:

1. Turkish Coffee
2. French coffee
3. Viennese coffee

**Question 2**

**(5)**

The characteristics of a Chocolate beverage vary according to the exact ingredients and proportions of the ingredients used. How does these ingredients impact the beverage?

**Question 3**

**(5x2=10)**

In foodservice operations, Customer service is comprised of five characteristics. Discuss these characteristics and explain how they can be accomplished.

**Question 4**

**(6x2=12)**

**Disposables** are items that is used daily be it as take away container or storage items. Describe the main varieties of disposables available to the Food and Beverage industry and how or where they will be used.

**Question 5**

**(15)**

Give examples of as many types of **spirits** made with the below listed base ingredient or flavouring agent.

1. Potatoes or grain
2. Sap of palm trees
3. Grapes
4. Fruits
5. Juniper berries
6. Anis or liquorice
7. Sugar cane
8. Juice of pulque
9. Cereals
10. Sugar cane

**Question 6****(15x2=30)**

Translate the following list of terminology into terms or explanations that your fellow students can understand:

- 1) Vinaigrette
- 2) Charcuterie
- 3) Vinification
- 4) Viticulture
- 5) Consommé
- 6) Riesling
- 7) Café Royal
- 8) Fortified wines
- 9) Brandy
- 10) Hollandaise Sauce
- 11) Calvados
- 12) Hors d'oeuvre's
- 13) Compound Salad
- 14) Kirsch
- 15) Cider

**Question 7****(5x2=10)**

Breakfast covers are set as per the menu items on offer. Please list the cutlery etc. required for a continental breakfast consisting of hot croissant or hot toast, butter, preserves and coffee or tea.

**Question 8****(3+4+5+3=15)**

Wine lists, like menus are the waiter's main sales tool. If you are to compile a wine list for your restaurant, explain which guidelines you will follow.