



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF HOSPITALITY AND TOURISM

QUALIFICATION : Bachelor of Hospitality Management& Bachelor of Culinary Arts	
QUALIFICATION CODE: 07BHMN & 07BCNA	LEVEL: 7
COURSE CODE: FBO510S	COURSE NAME: Food and Beverage Operations
SESSION: JUNE 2025	PAPER: THEORY (PAPER 1)
DURATION: 2 HOURS	MARKS: 100

FIRST OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	Ms. AAR Siebert
MODERATOR:	Ms. H N Shiyandja

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers clearly

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)

Question 1**(8x2=16)**

The various elements that make up a food service operation can be represented as the eight stages of the food service cycle. List the eight stages of the food service cycle and explain how these stages contribute to the service operation.

Question 2**(6)**

Customers with hearing or speech impairment or little understanding of English language may experience communication difficulties. Write a list of actions and precautions you can take to assist customers with communication difficulties.

Question 3**(6)**

There has been a considerable growth in the use of disposables or "throw-aways". Describe the purpose of use for the main varieties of disposables.

Question 4**(9)**

Speciality coffees are coffees that includes an identifying liqueur or spirit. Identify the speciality coffee made with the below listed liqueur or spirit.

- a. Brandy
- b. Benedictine
- c. Rum
- d. Tia Maria
- e. Vodka
- f. Scotch Whisky
- g. Irish whiskey
- h. Cointreau
- i. Kirsch

Question 5**(7x3=21)**

Principal influences on the content of our menus are dictated by customer demand. Discuss how customer demand is formed and how it influences our food and beverage operations.

Question 6**(10x2=20)**

Condiments and accompaniments are items served with food items to enhance their flavour or the enjoyment of the dish. Please give at least two menu dishes that would traditionally be served with the following accompaniments.

1. Aioli
2. Cumberland sauce
3. Soy sauce
4. Lemon Wedges
5. English Mustard
6. Buttered Brown Bread
7. Apple Sauce
8. Croutons
9. Tabasco sauce
10. Mayonnaise

Question 7

(11x2=22)

Assist the visitors to the career fair by translating the following list of terminology into terms or explanations that they can understand:

1. Vinification
2. Viticulture
3. Chardonay
4. Charcuterie
5. Lapsang Souchong
6. Risotto
7. Fortified wines
8. Brandy
9. Brie
10. Gorgonzola
11. Gnocchi