



Monday, 26/7/2021
08:30 – 11:30 AM

Names:

Index number

TVET NATIONAL EXAMINATION, RTOF LEVEL 5, 2020-2021

QUESTIONS and ANSWERS BOOKLET

OPTION /TRADE: FOOD AND BEVERAGE SERVICES

SUBJECT: Bar Operations

ACADEMIC YEAR: 2020-2021

Read carefully the instructions on page (i) & (ii)

FOR EXAMINER'S USE ONLY

[illegible]



TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

OPTION/TRADE: FOOD AND BEVERAGE SERVICES

SUBJECT: Bar Operations

DURATION: 3 hours

INSTRUCTIONS TO CANDIDATES:PART II (Question Paper)

The paper is composed of two (2) main Sections as follows:

Section I: Attempt all the Twelve (12) questions (60 marks)

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

Allowed materials:

-Ruler and square

-Calculator

Note:

Every candidate is required to carefully comply with the provided assessment instructions.

Section I: Attempt all the Twelve (12) questions

(60 marks)

- 01.** Outline and explain the cleaning methods used for cleaning a bar. **(5 marks)**
- 02.** Illustrate and explain at least five (5) types of bars. **(5 marks)**
- 03.** Explain a docket or a bill and suggest elements to be found on it for drinks consumed by a guest in room. **(5 marks)**
- 04.** Explain the following terms: **(5 marks)**
- a. Bar
 - b. Front bar
 - c. Service bar
- 05.** Indicate the five (5) steps of preparing and serving drinks. **(5 marks)**
- 06.** State at least ten (10) undesirable qualities for any bar staff that affect its productivity. **(5 marks)**
- 07.** With relevant examples, make a difference between alcoholic and non-alcoholic beverage commonly found in a bar. **(5 marks)**
- 08.** Which stages are involved in tea leaves production so as they are used in processing tea? **(5 marks)**
- 09.** How should you reduce food and wastage? List at least five (5) ways to be used. **(5 marks)**
- 10.** How can you deliver beer to customer? (At least ten (10) steps). **(5 marks)**

11. Suppose you are working in a bar. Point out how you can increase its sales. **5 marks)**
12. Identify the main methods of taking food and beverage orders from customers and describe these methods in details. **(5 marks)**

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

13. If you want to serve coffee, crockery and cutlery are required. What do you know about crockery, cutlery with its examples and then express how should crockery be used during the coffee service?

(10 marks)

14. All drinks to be given to customers should be attractively presented in the appropriate crockery or glassware using appropriate garnishes, decoration and accompaniments.

(10 marks)

a) Define the functions of any four (4) traditional non edible drink accompaniments.

b) Point out three (3) ways of serving drink garnishes.

c) Elaborate the roles of the three (3) inedible drink decorations that could be found either on the serving materials or aside of drinks.

15. Rum is the distilled drink from the fermented sugarcane product usually molasses and is likely used in many bars.

a) Distinguish any two varieties of rum

b) Suggest the possible different uses of rum

c) Give out six brand names of rum.

(10 marks)

16. ABC HOTEL is one of famous hotels that provides food and beverage to its customers. Assume you are working in the bar of that hotel; show how you are going to record the following in the inventory and sales sheet: **(10 marks)**

a) On 10/11/2019: The opening stock was five hundred (500) bottles of Inyange juice and one hundred (100) bottles of wines

b) On 11/11/2019: There is a purchase of one hundred fifty (150) bottles of wines at cost of 6000 Rwf per bottle.

c) On 11/11/2019: There are 200 (fifty) bottles of wines and two hundred (200) bottles of Inyange juice in the stock because other bottles were sold.

d) On 12/11/2019: There is a sale of eighty (10) bottles of wines.

17. Bar works closely with the kitchen to prepare and deliver some food to the bar like snacks to people who are drinking, and then a KOT is needed during that cooperation:

a) What does KOT stand for?

b) Which procedure of writing a KOT? **(10 marks)**

18. In daily snack bar operations, linens are most used. Among them a table cloth is used to be laid on the table as table protective and decoration. Accidentally liquids, snacks and other dust fall on it; which steps to follow if you want to change a table cloth during the service?

(10 marks)

