



CERTIFICATE IN TOURISM AND HOSPITALITY SAMPLE EXAMINATION PAPER

PRINCIPLES OF HOSPITALITY SERVICES

Instructions to candidates:

- a) **Time allowed: Three hours**
- b) **Answer any FIVE questions**
- c) **All questions carry equal marks.**

1. Describe the factors you would take into account in deciding on the style and nature of the equipment to be used in a food production operation
2. Explain what you understand by the term 'meal experience' and summarise the key factors that can affect the overall meal experience
3. Discuss the approach you would use in order to set up a successful wine tasting experience for a number of hotel guests
4. Identify the key legal requirements associated with food and beverage service in a country of your choice
5. Discuss the importance of information technology in setting up an effective reservations system for a large hotel in a popular tourist resort
6. Write notes on the following areas of a housekeeping service:
 - a) Cleaning equipment
 - b) Room interiors
 - c) Fabrics and bedding
7. Explain the key issues associated with TWO of the following :
 - a) Menu preparation
 - b) Table service
 - c) Self service
8. Describe the key personal and social skills required from staff employed by organisations providing hospitality products and services