

**RONGO UNIVERSITY COLLEGE**  
**SCHOOL OF BUSINESS AND HUMAN RESOURCE DEVELOPMENT**  
**SECOND YEAR SECOND SEMESTER EXAMINATION**  
(FOR 2015/2016 ACADEMIC YEAR)

FOR DEGREE IN BACHELOR OF HOTEL AND HOSPITALITY MANAGEMENT

CORSE CODE: BHM 219

COURSE TITLE: **BAR AND WINE KNOWLEDGE**

INSTRUCTION TO CANDIDATES:

- Answer question **ONE** and any other **THREE** questions
- Duration is 3 hours

**QUESTION 1**

- a) A bartender must have knowledge on how the food and drinks should be matched to compliment each other for a meal. With this statement in perspective, give ten recommendations that you can suggest to a customer who enlist your help during a service encounter. **(10mks)**
- b) Wine tasting is a professional technique that is appreciated during wine evaluation process. What is the importance of professional wine testing? **(5mks)**
- c) Examine the factors that should be given prime consideration when planning a bar. **(10mks)**

**QUESTION 2**

- a) Identify and explain five factors to consider when purchasing equipment for bar service. **(10mks)**
- b) Identify and explain any FIVE types of guests a bartender may deal with at the bar. **(5mks)**

**QUESTION 3**

- a) Describe FIVE (5) attributes required of beverage personnel for good customer service. **(10mks)**
- b) Discuss hygiene and safety guidelines required in a bar. **(5mks)**

**QUESTION 4**

- a) Describe FIVE (5) types of wine and drink lists. **(10mks)**
- b) Provide FIVE (5) different types of information that can be obtained from the wine label on a bottle of wine. **(5mks)**

**QUESTION 5**

- a) Discuss any FIVE (5) factors that influence the purchase of beverages. **(10mks)**
- b) Describe any FIVE (5) trends in beverage consumption. **(5mks)**