



# **MACHAKOS UNIVERSITY**

**University Examinations 2019/2020 Academic Year**

**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

**DEPARTMENT OF HOSPITALITY MANAGEMENT**

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR**

**BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT**

**BHT 317: FOOD AND BEVERAGE SERVICE THEORY II**

**DATE: 2/12/2019**

**TIME: 8.30-10.30 AM**

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## **INSTRUCTIONS**

**This paper consists of TWO sections A and B**

**Answer All Questions in Section A and Any Two in Section B**

**SECTION A: COMPULSORY - (30 MARKS)**

**QUESTION ONE (30 MARKS)**

- a) Explain FIVE importance of staff training in the Hospitality and Tourism Industry. (10 marks)
- b) Highlight six categories that the Patients may be fall into in Hospital Tray Service (6 marks)
- c) Outline FOUR terms that refer to a catering commissary in Airlines Tray Service in Hospitality Industry (4 marks)
- d) Explain the meaning of Function catering as applied in the Hospitality Industry. (2 marks)
- e) Mention Two types of catering Functions giving examples under each (8 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS ( 40 MARKS)**

**QUESTION TWO (20 MARKS)**

- a) Identify the basic information that is recorded in the file that contain the client's details during booking in Catering Function (10 marks)
- b) Highlight TEN points to consider when serving breakfast to a customer/ guest in a Hotel. (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the meaning of Guerdon Service / Russian Style as applied in the Hospitality Industry (2 marks)
- b) Highlight the skills that are carried out in Guerdon Service / Russian Style. (4 marks)
- c) Explain the steps to follow while carrying out Guerdon Service / Russian Style (14 marks)

**QUESTION FOUR (20 MARKS)**

- a) Highlight the steps to follow when the telephone rings for Room Service (10 marks)
- b) State FIVE reasons why a customer would require Room Service (5 marks)
- c) Outline TEN reasons for organizing a function. (5 marks)

**QUESTION FIVE (20 MARKS)**

- a) State and explain FOUR major factors for the choice of table plan put into operation for a Particular function. (12 marks)
- b) Describe the following specialized forms of service in the Hospitality Industry
  - i. Trolley Service
  - ii. Home Delivery
  - iii. Lounge Service
  - iv. Drive-In (8 marks)