



# **MACHAKOS UNIVERSITY**

**University Examinations 2019/2020 Academic Year**

**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

**DEPARTMENT OF HOSPITALITY MANAGEMENT**

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR**

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

**HTM 215: FOOD AND BEVERAGE SERVICE THEORY 1**

**DATE: 4/12/2019**

**TIME: 2.00-4.00 PM**

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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) Define the following terms
  - i. Table ware
  - ii. Spirits
  - iii. Meal/Drink experience
  - iv. Flatware
  - v. Hollow-ware (6 marks)
  - vi. Beverage
- b) State EIGHT types of linen used in the restaurant. (4 marks)
- c) Outline any FIVE hygienic rules to be observed by Food and Beverage personnel (5 marks)
- d) Mention THREE merits and TWO demerits of an ala carte Menu (5 marks)
- e) Highlight FIVE qualities of a good Menu in Food and Beverage service area. (5 marks)
- f) Explain the service of Iced Tea (5 marks)

**SECTION B: 40 MARKS**

**QUESTION TWO (20 MARKS)**

- a) Describe FIVE needs that a customer seeks to satisfy when eating out. (10 marks)
- b) Highlight TEN factors which might affect the customer's enjoyment of a specific meal experience in an operation in a hotel industry (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Explain any FIVE interpersonal skills practiced during service (10 marks)
- b) Describe FIVE reasons why a customer would require room service (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain the merits and demerits of eating out (10 marks)
- b) Highlight FIVE Challenges faced by Food and Beverage Service Personnel in the course of their duties. (5 marks)
- c) Describe the function and equipment found in the Still Room (5 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain the following attributes of restaurant staff.
- i. Knowledge of food and drink
  - ii. Local knowledge
  - iii. Complains
  - iv. Memory
  - v. Speech (10 marks)
- b) Describe FIVE non-alcoholic beverages and two examples in each found in a dispense bar. (10 marks)