



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

HTM 318: FOOD AND BEVERAGE SERVICE LAB II

DATE: 4/12/2019

TIME: 2.00-4.00 PM

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 as used in food and beverage service and sales.
 - i. Cover
 - ii. Beverage
 - iii. Mis – en – place
 - iv. Tableware
 - v. Mis – en – scene (5 marks)
- b) Identify any **SIX** equipment used in setting an a la carte cover. (5 marks)
- c) Highlight any **SIX** habits a waiter must not adopt when working in a restaurant. (6 marks)
- d) State **THREE** reasons why safety is essential in Food and Beverage service area. (3 marks)
- e) Highlight **FIVE** causes of accidents in the restaurants. (2 ½ marks)
- f) Outline **SIX** examples of napkin folds that can be used in the restaurant. (3 marks)
- g) State **FIVE** sections of Food and Beverage service area. (2 ½ marks)
- h) Explain **THREE** rules for a food handler in Food and Beverage service. (3 marks)

SECTION B: (40 MARKS)

QUESTION TWO (20 MARKS)

- a) Explain any **FIVE** interpersonal skills practiced during service. (10 marks)
- b) Highlight **FIVE** uses of a service salver. (5 marks)
- c) Identify **FIVE** uses of a service plate. (5 marks)

QUESTION THREE (20 MARKS)

- a) Outline **FIVE** reasons why a customer would require room service. (5 marks)
- b) State **FIVE** general guidelines to ensure that the most appropriate wine are selected to accompany a meal. (5 marks)
- c) Explain **FIVE** reasons why people eat out. (5 marks)
- d) Highlight **TWO** advantages and **THREE** disadvantages of eating out (5 marks)

QUESTION FOUR (20 MARKS)

- a) Describe **FIVE** Customer skills a waiter/waitress should possess when taking orders in the Restaurant. (10 Marks)
- b) Explain any **FIVE** points to be borne in mind when serving from a trolley. (10 marks)

QUESTION FIVE (20 MARKS)

- a) State **SIX**. Mis-en-place duties the waiter/waitress should carry out before the actual service begins. (6 marks)
- b) Outline **TWO** advantages and **TWO** disadvantages of using disposables Food and Beverage equipment. (4 marks)
- c) Describe the wines that go well with the following foods.
 - i. The starter courses
 - ii. National dishes eg pasta.
 - iii. Fish and shell fish dishes
 - iv. Red meats such as beef and lambs
 - v. White meats such as veal and pork
 - vi. Game dishes
 - vii. Sweet and desserts are served at the end of the meal
 - viii. The majority of cheeses
 - ix. Coffee.
 - x. Red meat and white meat (10 marks)