

**MACHAKOS UNIVERSITY**  
**SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**  
**DEPARTMENT OF HOSPITALITY MANAGEMENT**  
**SECOND YEAR FIRST SEMESTER EXAMINATION FOR DEGREE IN**  
**HOSPITALITY AND TOURISM MANAGEMENT**  
**HTM 214: FOOD AND BEVERAGE SERVICE LAB 1 SUPPLEMENTARY**

**Date:**

**Time:**

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**INSTRUCTIONS**

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

**ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO IN SECTION B**

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

**SECTION A: ANSWER ALL QUESTIONS**

1.
  - a. Identify FIVE total package which constitute a product for sales promotion, of food and beverage in Hospitality industry. (5 Marks)
  - b. Outline FIVE points to note if a table cloth is laid correctly. (5 Marks)
  - c. Highlight FOUR steps on how to handle a quest complaints in a hospitality establishment (4 Marks)
  - d. Mention the equipment that is used in the setting up of an a la'carte cover (6 Marks)
  - e. Describe the uses of a service plate (5 Marks)
  - f. Explain the service of Iced Tea (5 Marks)

**SECTION B: ANSWER ANY TWO QUESTIONS**

2.
  - a. Explain the difference between Entre'es and Revele's (4 Marks)
  - b. Highlight the meaning of the following alcoholic beverages

- i. Cider
  - ii. Perry
  - iii. Liqueurs
  - iv. Rum
  - v. Brandy
  - vi. Aperitifs (6 Marks)
- c. Explain the steps of presenting a bill to a guest (10 Marks)
- 3.
- a. Highlight why it is important the Restaurant Manager to brief his staff before embarking on duties for the day (10 Marks)
  - b. Explain in point form the preparation and service of Irish coffee. (10 Marks)
- 4.
- a. Describe the service of stout to a customer in a restaurant (10 Marks)
  - b. As a Manager, explain FIVE factors to be considered in selecting the type of Food and Beverage service Method for a catering establishment (10 Marks)
- 5.
- a. As a cafeteria Manager, explain to your staff the counter preparation required before service. (10 Marks)
  - b. Differentiate between the following types cafeteria service as applied in the following Hospitality sector (4 Marks)
    - i. Free flow cafeteria
    - ii. Supermarket cafeteria system
  - c. Explain the following types of Food and Beverage service practiced in the hospitality industry ( 6 Marks)
    - i. Single point service
    - ii. Take Away
    - iii. Vending
    - iv. Kiosk
    - v. Food courts
    - vi. Bar