



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SPECIAL/SUPPLEMENTARY FOR

CERTIFICATE IN HOSPITALITY AND TOURISM OPERATIONS

CHTO 012A: FOOD AND BEVERAGE SERVICE THEORY

DATE: 25/7/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS.

Answer question one and any other TWO questions.

- 1
 - a) Define the following as used in food and beverage service and sales.
 - i. Cover
 - ii. In-situ
 - iii. Crumbling down
 - iv. Mis en place
 - v. Table ware. (5 marks)
 - b) Highlight five uses of a service salver. (5 marks)
 - c) Briefly explain FIVE uses of a service plate. (5 marks)
- 2
 - a) Differentiate between the following:
 - i. Russian service and guerdon service.
 - ii. Table service and assisted service.
 - iii. Self-service and single point service. (6 marks)
 - b) Highlight FIVE uses of food trays in food services. (5 marks)
 - c) Outline FOUR reasons why the simple napkin folds are preferred to the complex ones. (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS:

- 3 a) State and briefly explain FIVE factors to consider when choosing the type of service. (10 marks)
- b) Calculate the selling price of the following cocktail pussy foot:

INGREDIENTS:

2 Measure Orange Juice = Ksh. 2.00

1 Measure Lemon Juice = Ksh. 1.50

1 Measure Lime cordial = Ksh. 1.00

½ Egg York = Ksh. 6.00

Soda water = Ksh. 15.00

Gross profit is 25%. (5 marks)

- c) Name FIVE examples of napkin folds that can be used in the restaurant. (5 marks)
- 4 a) Briefly explain the procedure of serving of white wines. (10 marks)
- b) Highlight the procedure of crumbing down after the service of main meal. (10 marks)

- 5 a) State the types of glasses used in the services of the following
- (i) Tusker
 - (ii) Champagne
 - (iii) Red wine
 - (iv) Tom Collins
 - (v) Liqueurs. (4 marks)
- b) Highlight SIX ways of attracting customers to your restaurant. (6 marks)
- c) Write a THREE course buffet menu with choices in each course to be served to parliamentarians attending a function at state house. (10 marks)
- 6 a) Re – organize the table below: - (10 marks)

	DISH	COVER	ACCOMPONIMENT	
1.	Varied Hors'd houvres	Coupe on side plate, on daily with tea spoon	Roast gravy, sage and onion stuffing	
2.	Roast desk	Cold fish plate, dessert spoon and fork	Brown bread, buffer oil and vinegar	
3.	Puree soup	Joint fork on right dessert spoon on left hot soup plate on under plate	Parmesan cheese	
4.	Grape Fruit cocktail	Hot joint plate joint knife and fork	Croutons	
5.	Spaghetti	Hot soup plate on under plate, soup spoon	Castor sugar	

(b) Outline the steps of presenting a bill to a guest.

(10 marks)