



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SPECIAL/SUPPLEMENTARY FOR BACHELOR OF SCIENCE IN

HOSPITALITY AND TOURISM MANAGEMENT

HTM 214: FOOD AND BEVERAGE SERVICE LAB 1

DATE: 25/7/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two 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)

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)
3. a) Explain the steps of presenting a bill to a guest (10 marks)
- b) Highlight why it is important the Restaurant Manager to brief his staff before embarking on duties for the day (10 marks)
4. a) Explain in point form the preparation and service of Irish coffee. (10 marks)
- b) Describe the service of stout to a customer in a restaurant (10 marks)
5. a) 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)
- b) As a cafeteria Manager, explain to your staff the counter preparation required before service. (10 marks)
6. a) Differentiate between the following types cafeteria service as applied in the following Hospitality sector (4 marks)
- i. Free flow cafeteria
 - ii. Supermarket cafeteria system
- b) 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