



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 215: FOOD AND BEVERAGE SERVICE THEORY

DATE: 25/7/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) Identify any FIVE equipment used in setting an a'la carte cover (5 marks)
 - b) Highlight FIVE causes of accidents in food and beverage service areas (5 marks)
 - c) Mention THREE merits and TWO demerits of an ala carte Menu (5 marks)
 - d) Describe any FIVE hygienic rules to be observed by Food and Beverage personnel.
 - e) State the types of glasses used in service of the following:-
 - i. Tusker
 - ii. Champagne
 - iii. Coffee Royal
 - iv. Rose
 - v. Bloody Mary (5 marks)
 - f) Mention any FIVE equipment found in the still room of the service area.(5 marks)
2.
 - a) Explain any FIVE interpersonal skills practiced during service (10 marks)
 - b) Describe FIVE reasons why a customer would require room service (10 marks)
3.
 - a) 'Throw aways' have become increasingly popular in use for service in most commercial food establishments. Explain FIVE reasons for this trend (10 marks)

- b) Describe FIVE points to consider when preparing cocktails (10 marks)
- 4. a) Explain any FIVE general points to observe when serving table wines (10 marks)
- b) Describe any FIVE points to consider when compiling the Menu (10 marks)
- 5. a) Explain FIVE purposes of a Menu in the restaurant (10 marks)
- b) Describe FIVE qualities of a good Menu in Food and Beverage service area.
(10 marks)