



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN FOOD AND BEVERAGE PRODUCTION (TVET)

2802/304 BEVERAGE PREPARATIONS SALES AND SERVICE

DATE: 26/3/2020

TIME: 8.30-11.30 AM

INSTRUCTIONS

- This paper consists of Two Sections **A and B**
- Section **A** is Compulsory and carries **40 marks**
- Section **B** has four questions of **20 marks** each. Attempt any Three.

QUESTION ONE

- Define the term Gueridon service as used in food service (2^{1/2} marks)
- State the big five of a waiter (2^{1/2} marks)
- Highlight eight basic equipment required in the liqueur trolley (4 marks)
- State four drinks accompanied by aerated waters as mixers (4 marks)
- Enumerate six basic principles to follow in buffet preparation (6 marks)
- State two types of events in Function catering and in each type give three examples (5 marks)
- Describe three types of Buffet (6 marks)
- Describe three types of sales promotion useful for food service operations (6 marks)
- Highlight four ways of enhancing the product knowledge of staff (4 marks)

SECTION B (ANSWER ANY THREE QUESTIONS 60 MARKS)

QUESTION TWO

- a) All sales of goods by weight or measure should be in accordance with the legislative requirements. Name them (2 marks)
- b) Explain four categories of wines (8 marks)
- c) Explain five food and beverage service methods (10 marks)

QUESTION THREE

- a) State two ways to put in place to ensure customer property and customer debt are taken care of in food service operations (2 marks)
- b) Describe common Gueridon trolley used in Food and beverage service (8 marks)
- c) Explain five types of wine drink list (10 marks)

QUESTION FOUR

- a) Explain what service staff is expected to do within the context of personal selling(10 marks)
- b) Describe five classification of non- alcoholic dispense bar beverages (10 marks)

QUESTION FIVE

- a) Explain five main service areas termed as 'back of house' to the food and beverage operation (10 marks)
- b) Discuss the importance of food and beverage service and sales to the employee. (10 marks)