



MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

HTM 214-2: - FOOD AND BEVERAGE SERVICE PRACTICE

DATE

TIME

INSTRUCTIONS: Answer Question One (Compulsory) and any other Two questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) You are the proprietor of Kuomoka food and beverage Kiosks. With the changing food and beverage trends in the 21st century, you have instructed the managers and supervisors to come up with a methods of service that is cost effective for the operation. The report they have given you recommends for self service by use of vending machines. Explain **Seven** advantages of Vending machines in order to convenience staff to buy the idea with minimal resistance (14 marks)
- b) A group of five Chinese guests have booked for lunch in Barizi restaurant, as they enter in no staff notices, they feel confused and unwanted after finding a table in a corner that hardly suits them. It takes 10 minutes before a waitress walks lazily to take order from them. Within thirty minutes of their stay they choose to leave without ordering. Discuss **five** possible reasons that have led to their dissatisfaction. (10 marks)
- c) State the Six basic technical waiting skills (6 marks)

QUESTION TWO (20 MARKS)

- a) The still room supervisor in Java coffee shop has been receiving complaints from guests after taking coffee from the Establishment. The 1st guest complained of weak Coffee, a week later another one complained of bitter coffee, and the third one complained of flat coffee. Analyse **five** possible reasons for each of the three faults mentioned above. (10 marks)

- b) State five factors to consider when choosing a method of food and beverage Service. (10 marks)

QUESTION THREE

- a) After serving fish to a customer in the restaurant, the guest complains that is not done. Discuss how you will handle this complaint professionally. (10 marks)
- b) Describe the five Main groups of non-alcoholic dispense bar beverages. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Identify the covers and accompaniments for the following food items (10 marks)

	Food Item	Accompaniment	Covers
I	Minestrone soup		
ii	Avocado		
iii	Chicken curry		
Iv	Roast pork		
V	Consomme' soup		

- b) The reception head waiter has received luncheon booking from an Indian client, the booking list has been handed over to the food and beverage manager and it has been noted that they are all vegetarians. Explain the **five** forms of vegetarianism that will guide you in menu preparation to ensure customer satisfaction . (10 marks)

QUESTION FIVE (20 MARKS)

- a) Analyze five factors that will determine the style and design of a sideboard. (10 marks)
- b) The operations manager in a city restaurant wants to change the dining chairs. As an expert describe five factors that will influence the choice of the seats. (10 marks)