



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHM203: FOOD AND BEVERAGE THEORY I

DATE: _____

TIME: _____

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

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the following terms
- i. Food and beverage service
 - ii. Food
 - iii. Beverages
 - iv. Hotel
 - v. Restaurant
 - vi. Service (6 marks)
- b) Highlight FOUR elements required for the success of food and beverage service (4 marks)
- c) Outline any FIVE Characteristics of Take-away in the Hospitality Industry (5 marks)
- d) Mention THREE merits and TWO demerits of an ala carte Menu (5 marks)
- e) Describe FIVE points to consider when preparing cocktails (10 marks)

QUESTION TWO (20 MARKS)

- a) Describe the following FIVE factors affecting meal experience while eating out.
- i. Value for money or price
 - ii. Atmosphere and mood
 - iii. Level of cleanliness and hygiene
 - iv. Location and accessibility
 - v. Food and beverage service employees (10 marks)

- b) Highlight TEN factors which might affect the customer's enjoyment of a specific meal experience in an operation in a hotel industry (10 marks)

QUESTION THREE (20 MARKS)

- 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) Explain FIVE purposes of a Menu in the restaurant (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe any FIVE points to consider when compiling the Menu (10 marks)
- b) Highlight FIVE Challenges faced by Food and Beverage Service Personnel in the course of their duties. (5 marks)
- c) Describe the function and equipment found in the Still Room (5 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the following attributes of restaurant staff.
- i. Knowledge of food and drink
 - ii. Local knowledge
 - iii. Complains
 - iv. Memory
 - v. Speech (10 marks)
- b) Describe FIVE non-alcoholic beverages, highlight two examples in each found in a dispense bar. (10 marks)