



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHT318-3: FOOD AND BEVERAGE SERVICE LAB II

DATE:

TIME:

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

QUESTION ONE (30 MARKS) COMPULSORY

- a) Discuss seven billing methods used in food and beverage service operations (14 marks)
- b) Explain five factors that will determine the customer throughput in a takeaway (10 marks)
- c) Name six factors that may affect customer's enjoyment of airline tray service (6 marks)

QUESTION TWO (20 MARKS)

- a) Identify five types of liquor and state their purpose in flambé work (10 marks)
- b) You are a newly employed manager in a restaurant start up, explain to the owner five factors to consider when calculating the staffing required. (10 marks)

QUESTION THREE

- a) BY use of a diagram illustrate the covers for afternoon tea (12 marks)
- b) Apart from food and drink, State eight benefits and solutions a customer may be seeking in a Hospitality operations during a function. (8 marks)

QUESTION FOUR

- a) Explain five reasons why a hotel guest may prefer room service (10 marks)
- b) Discuss the procedure of table service for breakfast in a non-captive hospitality establishment (10 marks)

QUESTION FIVE

- a) Identify the covers and accompaniments for the following fruits
 - i) Orange fruit (4 marks)
 - ii) Ripe Banana (4 marks)
 - iii) Watermelon (4 marks)
- b) Name four function staff stating two duties and responsibilities for each (8 marks)