



# MACHAKOS UNIVERSITY

University Examinations 2021/2022

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SECOND YEAR SUPPLEMENTARY EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 015A: FOOD AND BEVERAGE SERVICE THEORY 1

DATE:

TIME:

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## INSTRUCTIONS

*Answer question one and any other two questions*

1. a) State any FIVE reasons for producing stale or lifeless coffee in service operation. (5mks)
- b) State FOUR points to be considered when storing tea. (4mks)
- c) Outline FOUR characteristics of a' la carte menu. (4mks)
- d) Highlight FOUR factors to be considered when choosing sideboard for service operation. (4mks)
- e) State FOUR uses of a tray during service practice. (4mks)
- f) Outline FIVE points to consider when selecting food and beverage equipment. (5mks)
- (g) Name the first FOUR courses in classic menu sequence. (4mks)

## SECTION: B

2. a) Explain FIVE rules to be observed in making of coffee. (10mks)
- b) Explain FIVE ways in which a professional waiter/ waitress should behave while serving customers in a restaurant area. (10mks)

3. a) Describe FIVE different types of teas served in a busy restaurant (10mks)
- b) Explain the purpose of the following sectors in catering industry. (10mks)
- i. Welfare catering
  - ii. Retail store
  - iii. Motorway
  - iv. Take away
  - v. Restaurant (10mks)

4.(a) Explain the main activities carried on the following food and beverage service areas.

- i. Hot plate (5mks)
- ii. Silver plate room (5mks)

(b) Explain FIVE useful linen used during service operation (10mks)

- 5 (a) Define the term cover. (2mks)
- b) Draw organizational chart for a small hotel. (10mks)
- c) Explain FOUR qualities of a good wine glass. (8mks)