



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN HOSPITALITY AND
TOURISM MANAGEMENT

DHTM 015: SERVICE THEORY

DATE: 17/10/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

(i) This paper consists of two sections A and B.

(ii) Answer all the questions in section A and any two questions in section B.

1. (a) Define the following following terms (5 marks)
 - i. Menu
 - ii. Insitu
 - iii. Liquers
 - iv. Cover
 - v. Table dho'te menu
- (b) Enumerate five factors to consider when preparing coffee. (5 marks)
- (c) Outline five characteristics of alarcate menu. (5 marks)
- (d) State the cover and the accompaniment of the two dishes below. (4 marks)
 - i. Avocado
 - ii. Baked potato
- (e) List five factors to consider when storing tea. (5 marks)
- (f) Describe three methods of service in food and beverage outlet. (6 marks)

SECTION B: ANSWER ANY OTHER TWO QUESTIONS

2. (a) Explain five factors to consider when preparing cocktails. (10 marks)
(b) Describe TEN steps which should be carried out to a guest when the fish dish served is 'off' (10 marks)
3. (a) Explain five classification of non-alcoholic dispense bar. (10 marks)
(b) Explain five factors to consider when deciding which method of food and beverage service to use in a restaurant. (10 marks)
4. (a) Explain five classification of wines. (10 marks)
(b) Describe the basic procedure for the service of white wine. (10 marks)
5. (a) Explain four types of beer faults attributed to poor cellar management. (8 marks)
(b) (Describe six classification of spirits. (12 marks)