



# MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN HOSPITALITY AND  
TOURISM MANAGEMENT

**CHTO 011: SERVICE THEORY**

**DATE: 19/10/2017**

**TIME: 2:00 – 4:00 pm**

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## INSTRUCTIONS

1. This paper consist of two sections A and B
2. Section A is compulsory and carries a total of thirty (30 Marks)
3. Section B has Four (4) questions worth twenty (20 Marks) each. Answer two questions from this section

### SECTION A: COMPULSORY (30 MARKS)

1.
  - a) Name any FIVE napkin folds used in food and beverage service area. (5 marks)
  - b) State FIVE factors that influence the quality of wine. (5 marks)
  - c) Outline FOUR qualities of a good wine glass. (4 marks)
  - d) State FOUR factors that determine the size and design of a sideboard. (4 marks)
  - e) State FOUR uses of a service plate. (4 marks)
  - f) Outline FOUR points to be considered when purchasing china to be used in restaurant service operations. (4 marks)
  - g) Highlight FOUR reasons why menus are always checked prior to service. (4 marks)

### SECTION B : ANSWER ANY OTHER TWO QUESTIONS (40 MARKS)

2.
  - a) Draw organizational chart for a small hotel. (10 marks)
  - b) Explain FIVE points to bear in mind when purchasing food and beverage service equipment. (10 marks)

3. a) Name any FIVE items contain in the table d'hôte cover. (5 marks)
- b) Explain TWO reasons of waiter should have knowledge of food and drink. (5 marks)
- c) Explain FIVE rules of personal hygiene and appearance that a waiter / waitress should observe. (10 marks)
4. a) State FOUR characteristics of A' la carte menu. (4 marks)
- b) Outline TWO responsibilities of the following Food and Beverage personnel. (6 marks)
- i. Barista
  - ii. Restaurant manager
  - iii. Waiter
- c) Explain the purpose of the following sectors in catering industry. (10 marks)
- i. Welfare catering
  - ii. Hotels
  - iii. Industrial catering
  - iv. Fast food
  - v. Restaurant
5. a) State FOUR reasons why bitter coffee in produced in service operation. (4 marks)
- b) Describe THREE different types of teas served in a restaurant. (6 marks)
- c) Explain any FIVE technical skills that a waiter / waitress may carry out during service at the table. (10 marks)