



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY
AND TOURISM MANAGEMENT

SERVICE LAB

DATE: 29/5/2017

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer all Questions

1.
 - a) Explain THREE reasons for clearing tables correctly. (6 marks)
 - b) Drawing a restaurant booking sheet and indicate the required details. (6 marks)
 - c) Outline the procedure for opening a white wine to four seated guests. (10 marks)
2.
 - a) Highlight the procedure for the service and clearing of the coffee. (6 marks)
 - b) Name FOUR important table accompaniments laid on the customers table. (4 marks)
3.
 - a) State FOUR uses of service plate. (4 marks)
 - b) Describe the procedure for polishing glassware. (6 marks)
4.
 - a) Explain the preparation and service of Irish coffee. (10 marks)
 - b) Being chosen as a manager newly established restaurant, explain FIVE importance of checking the Menu prior to actual service. (10 marks)
 - c) Highlight TWO reasons why sideboard on top shelf should be kept spacious. (2 marks)



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DHTM 023: SERVICE THEORY III

DATE: 31/5/2017

TIME: 8.30-10.30 AM

INSTRUCTIONS

1. This paper consist of two sections A and B
2. Section A is compulsory
3. Section B choose any TWO questions

SECTION A: COMPULSORY (30 MARKS)

1. a) State FOUR costs a manager should consider in the role of facilities. (4 marks)
b) Outline FIVE importance of restaurant layout. (8 marks)
c) Describe FOUR types of facility layout. (8 marks)
d) Highlight THREE categories of functions. (3 marks)
e) Name FIVE audio/ visual equipment essential for event. (5 marks)
f) Outline FIVE cashiers duties in service operation. (5 marks)

SECTION B: (40 MARKS)

2. a) Describe FIVE importance of quality control in restaurant service. (10 marks)
b) Explain FIVE challenges faced by event planners. (10 marks)
3. a) Enumerate FIVE benefits of revenue control system. (10 marks)

- b) Explain FIVE factors to be considered when designing a customer service area. (10 marks)
4. a) Explain FIVE roles of facilities in the hospitality industry. (10 marks)
- b) Product life cycle is that from a product launch onto market until it is withdraw. Explain FIVE strategies the restaurant manager can apply to the declined products in restaurant operation. (10 marks)
5. a) Explain FIVE methods of beverage control in food and beverage operation. (10 marks)
- b) Explain FIVE common terms used in job description to improve staff employee skills (10 marks)