



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN
HOSPITALITY AND TOURISM MANAGEMENT

CHTO 011: FOOD AND BEVERAGE SERVICE THEORY

DATE: 31/5/2017

TIME: 2.00-4.00 PM

INSTRUCTIONS

- This paper consists of Two Sections A and B
- Section A is Compulsory and carries 30 marks
- Section B has four questions of 20 marks each. Attempt any Two.

SECTION A COMPULSORY (30 MARKS)

1. a) Distinguish between a Motel and an Inn (4 marks)
- b) Identify **four** outlets that fall under the welfare sector (4 marks)
- c) Outline **four** responsibilities of the carver (4 marks)
- d) State **five** reasons for eating out (5 marks)
- e) State **five** factors to consider in the choice of restaurant equipment (5 marks)
- f) State **four** common customer complaints in a restaurant (4 marks)
- g) Explain the uses of the following in cocktail making;
 - i) Ice
 - ii) Decorative items (4 marks)

Examination Irregularity is punishable by expulsion

SECTION B (40 MARKS)

2. a) Distinguish between Entrees and Releves (4 marks)
- b) Explain the following attributes of Food and Beverage Service personnel;
- i) Knowledge of Food and Drink
 - ii) Personality
 - iii) Sales Ability (6 marks)
- c) Identify **five** 'Back-of-House' areas in a food and beverage operation (5 marks)
- d) State **five** characteristics of a wine glass (5 marks)
3. a) Identify the **three** classes of tableware (6 marks)
- b) State **six** factors that have led to growth in disposables (6 marks)
- c) Outline **eight** advantages of automatic vending (8 marks)
4. a) Enumerate **four** characteristics of a table d'hôte menu (4 marks)
- b) State **four** reasons for the use of under plates in service (4 marks)
- c) Explain **three** ways of serving spirits (6 marks)
- d) List **six** features of personal grooming that are a hazard to safety (6 marks)
5. a) State **five** forms of specialized food and beverage service (5 marks)
- b) State **five** causes of bitterness in coffee (5 marks)
- c) Explain **five** ways guests can settle their bills in the restaurant (10 marks)



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HOSPITALITY AND TOURISM MANAGEMENT

CHTO 016: FOOD AND BEVERAGE SERVICE LAB 1

DATE: 5/6/2017

TIME:8.30-10.30 AM

INSTRUCTIONS

- *This paper consists of Two Sections A and B*
- *Section A is Compulsory and carries 30 marks*
- *Section B has four questions of 20 marks each. Attempt any Two.*

SECTION A COMPULSORY (30 MARKS)

1. a) Define the term 'mise-en-scene' (2 marks)
b) Outline **four** points to consider before laying the tablecloth (4 marks)
c) Identify **five** points on the hygienic appearance of service staff (5 marks)
d) Define the term 'cover' as used in food and beverage service (4 marks)
e) State **five** uses of a service plate (5 marks)
f) State **four** reasons why service staff report on duty before service begins(4 marks)
g) Identify **six** basic technical skills in food service (6 marks)

SECTION B (40 MARKS)

Attempt any two questions

2. a) State the **four** table accompaniments (4 marks)
- b) State **two** uses of a restaurant sideboard (2 marks)
- c) Explain the procedure of crumbing down (6 marks)
- d) Explain the procedure of polishing a wine glass (8 marks)
3. a) Explain why simple napkin folds are better than the more complex ones (8 marks)
- b) Describe a retour food check (2 marks)
- c) Explain the procedure of presentation and service of a bottle of white wine (10 marks)
4. a) Outline **five** uses of a tray (5 marks)
- b) State **five** general guidelines to ensure that the most appropriate wines accompany a meal (5 marks)
- c) Explain the procedure of serving coffee to a seated guest (10 marks)
5. a) Outline **six** duties of a waiter (6 marks)
- b) State **four** social skills practiced by service staff during service (4 marks)
- c) Explain the following styles of service;
- i. Gueridon service
 - ii. Free flow service
 - iii. Vending service
 - iv. Food Court
 - v. Room Service (10 marks)