



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CERTIFICATE IN HOSPITALITY AND TOURISM MANAGEMENT

CHTO 012B: FOOD AND BEVERAGE SERVICE THEORY

DATE: 17/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Define the following terms as used in food and beverage service and sales.
- i. Cover
 - ii. Beverage
 - iii. Mis – en – place
 - iv. Tableware
 - v. Mis – en – scene (5 marks)
- b) Outline six materials used in the manufacture of service table ware. (3 marks)
- c) Highlight any eight habits a waiter must not adopt when working in a restaurant. (8 marks)
- d) State THREE reasons why safety is essential in Food and Beverage service area. (3 marks)
- e) Highlight FIVE causes of accidents in the restaurants. (2 ½ marks)
- f) Outline SIX examples of napkin folds that can be used in the restaurant. (3 marks)
- g) State FIVE sections of Food and Beverage service area. (2 ½ marks)

- h) Explain THREE rules for a food handler in Food and Beverage service. (3 marks)

QUESTION TWO (20 MARKS)

- a) Explain any FIVE interpersonal skills practiced during service. (10 marks)
b) Highlight FIVE uses of a service salver. (5 marks)
c) Identify FIVE uses of a service plate. (5 marks)

QUESTION THREE (20 MARKS)

- a) Explain FIVE reasons why a customer would require room service. (10 marks)
b) Explain FIVE reasons why people eat out. (5 marks)
c) Highlight TWO advantages and THREE disadvantages of eating out (5 marks)

QUESTION FOUR (20 MARKS)

- a) Identify any FIVE equipment used in setting an a la carte cover. (5 marks)
b) Explain the meaning of automatic vending. (2 marks)
c) Outline THREE consumable services of Automatic vending. (3 marks)
d) Highlight FIVE advantages and FIVE disadvantages of automatic vending. (10 marks)

QUESTION FIVE (20 MARKS)

- a) State SIX types of linen used in the restaurant. (3 marks)
b) Highlight THREE points a waiter must ensure before laying a table cloth. (3 marks)
c) Outline TWO advantages and TWO disadvantages of using disposables Food and Beverage equipment. (4 marks)
d) Explain the following attributes of restaurant staff.
i. Knowledge of food and drink
ii. Local knowledge
iii. Complains
iv. Memory
v. Speech (10 marks)