



MACHAKOS UNIVERSITY

University Examinations 2020/2021 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHT 317-3: FOOD AND BEVERAGE SERVICE THEORYII

DATE: 30/3/2021

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) ((30 MARKS)

- a) Describe the procedure of Gueridon service (10 marks)
- b) Explain five table plan types that can be used in a function (10 marks)
- c) State ten factors that will hinder a customer's meal experience (10 marks)

QUESTION TWO (20 MARKS)

- a) Describe the three types of afternoon tea, stating six covers for each (15 marks)
- b) Name five covers for continental breakfast (5 marks)

QUESTION THREE (20 MARKS)

- a) Discuss five challenges of specialized service. (10 marks)
- b) Explain Five advantages of hospital tray service (10 marks)

QUESTION FOUR (20 MARKS)

- a) Name Five function catering personnel, Describe their duties and responsibilities (10 marks)
- b) A food and beverage manager is expected to advice the human resource on staffing of a new restaurant. Explain the procedure he/she would follow in calculation of the total staffing requirement. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Carving, jointing and filleting is an art that is perfected by continuous practices. Explain six general considerations that one should observe while carving (12 marks)
- b) Explain four factors to consider when planning the table layout in an event (8 marks)