



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY MANAGEMENT (TVET)

2802/104: FOOD AND BEVERAGE THEORY SERVICE

DATE: 24/4/2019

TIME: 11.30-2.30 PM

INSTRUCTIONS

Answer Question One and Any Other Three Questions

QUESTION ONE (30 MARKS)

- a) Define the following terms as used in food and beverage service.
- i. Wine
 - ii. Cutlery
 - iii. Cruets
 - iv. Spirits
 - v. menu (10 marks)
- b) Explain six attributes of a food and Beverage staff should possess (12 marks)
- c) Highlight five needs that a customer would always look for when dining in a restaurant (5 marks)
- d) Identify six functions of a service plate (6 marks)
- e) State seven reasons that have contributed to growth of disposables (7 marks)
2. a) Define cover as used in food and Beverage service (2 marks)
- b) State six factors to consider when selecting food and beverage service equipment. (6 marks)

- c) Explain the responsibilities of the following Food and Beverage service personnel
- i. Food and Beverage Manager
 - ii. Head waiter
 - iii. Cashier
 - iv. Trainee (12 marks)
3. a) Identify five equipment used in the bar (5 marks)
- b) Highlight five duties of a bar manager (5 marks)
- c) Explain five methods of service under specialised/insitu used in food and beverage service. (10 marks)
4. a) Explain five types of alcoholic beverages (10 marks)
- b) Highlight six factors to consider when making cocktails. (6 marks)
- c) Outline reasons for the following in coffee making
- i. Weak coffee (2 marks)
 - ii. bitter coffee (2 marks)
5. a) Distinguish between perry and cider (2 marks)
- b) Explain four categories of non-alcoholic dispense bar beverages and five examples in each case (8 marks)
- c) Discuss five means of purchasing tea (10 marks)