



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 025: FOOD AND BEVERAGE SERVICE PRACTICE II

DATE: 24/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Define the following terms: -
- i. Hotel
 - ii. Chef de rang
 - iii. Trancheur
 - iv. Aboyeur
 - v. Table d'hôte menu. (10 marks)
- b) Enumerate five functions of food and beverage manager. (5 marks)
- c) Explain five ways of maintaining control of food and beverage during service. (10 marks)
- d) Outline five causes of high human traffic during buffet service. (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain five factors to consider prior to planning a menu. (10 marks)
- b) Explain five attributes that a food and beverage staff should possess. (10 marks)

QUESTION THREE (20 MARKS)

- a) Compare and contrast the welfare and commercial sectors of food and beverage service industry. (8 marks)
- b) Explain six considerations to make when choosing restaurant linen. (12 marks)

QUESTION FOUR (20 MARKS)

- a) Describe five ancillary department in food and beverage service. (10 marks)
- b) Explain five categories of non alcoholic dispense bar beverages. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Describe factors that affect meal/drink experience. (10 marks)
- b) Explain five factors that have led to increased demand for use of disposables. (10 marks)