



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN HOSPITALITY AND
TOURISM

CHTO 011: SERVICE THEORY

DATE: 5/8/2016

TIME: 8: 30 – 10:30 AM

INSTRUCTIONS

- 1. This paper consist of two sections A and B*
- 2. Section A is compulsory and carries a total of thirty (30 Marks)*
- 3. Section B has Four (4) questions worth twenty (20 Marks) each. Answer two questions from this section*

SECTION A: COMPULSORY (30 MARKS)

- a) Name any FIVE napkin folds used in food and beverage service area. (5 marks)
 - b) State FIVE factors that influence the quality of wine. (5 marks)
 - c) Outline FOUR qualities of a good wine glass. (4 marks)
 - d) State FOUR factors that determine the size and design of a sideboard. (4 marks)
 - e) State FOUR uses of a service plate. (4 marks)
 - f) Outline FOUR points to be considered when purchasing china to be used in restaurant service operations. (4 marks)

- g) Highlight FOUR reasons why menus are always checked prior to service.(4 marks)

SECTION B: (40 MARKS)

2. a) Draw organizational chart for a small hotel. (10 marks)
b) Explain FIVE points to bear in mind when purchasing food and beverage service equipment. (10 marks)
3. a) Name any FIVE items contain in the table d'hôte cover. (5 marks)
b) Explain TWO reasons of waiter should have knowledge of food and drink. (5 marks)
c) Explain FIVE rules of personal hygiene and appearance that a waiter / waitress should observe. (10 marks)
4. a) State FOUR characteristics of A' la carte menu. (4 marks)
b) Outline TWO responsibilities of the following Food and Beverage personnel. (6 marks)
i. Barista
ii. Restaurant manager
iii. Waiter
c) Explain the purpose of the following sectors in catering industry. (10 marks)
i. Welfare catering
ii. Hotels
iii. Industrial catering
iv. Fast food
v. Restaurant
5. a) State FOUR reasons why bitter coffee in produced in service operation. (4 marks)
b) Describe THREE different types of teas served in a restaurant. (6 marks)
c) Explain any FIVE technical skills that a waiter/waitress may carry out during service at the table. (10 marks)