



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

HOSPITALITY AND TOURISM MANAGEMENT

HTM 215: FOOD AND BEVERAGE SERVICE THEORY I

DATE: 26/9/2019

TIME: 2:00 – 4:00 PM

Instructions to candidates

This paper consists of section A and B.

SECTION A - 30 Marks: Question one is compulsory

SECTION B – 40 Marks: Answer any two questions. Each question is worth 20 marks

SECTION A: COMPULSORY (30 MARKS)

1. a) Highlight **five** attributes of food and beverage service staff (5 marks)
- b) Describe **two** characteristics of fast food eateries (4 marks)
- c) Mention **five** features of an ala carte menu (5 marks)
- d) Give **four** reasons for spreading of a base cloth during service (4 marks)
- e) Outline **four** items a cashier should look out for when receiving a cheque payment (4 marks)
- f) State **four** instances where a waiter/establishment may decline to provide service (4 marks)
- g) Differentiate the following
 - i. Silver and family methods of food service (2 marks)
 - ii. Entrees and Hors d' oeuvres (2 marks)

SECTION B (40MKS). ANSWER ANY TWO QUESTIONS

2. a) Explain **four** types of dining arrangements (8 marks)
b) Discuss **six** factors to consider when purchasing service equipment for a restaurant. (12 marks)
3. a) Describe **five** steps you would take when handling a guest who is blind or partially sighted. (10 marks)
b) Discuss **five** characteristics that define customer service in food service operations. (10 marks)
4. a) Explain **four** methods of clearing tables. (8 marks)
b) Describe **six** features of food service to Business and First class guests in airlines (12 marks)
5. a) 'Throw aways' have become increasingly popular in use for service in most commercial food establishments. Explain **five** reasons for this trend (10 marks)
b) Explain **five** advantages associated with vending food (10 marks)