



MACHAKOS UNIVERSITY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

Examination for the Diploma in Hospitality and Tourism management

SPECIAL EXAM

CODE: DHTM 023: FOOD & BEVERAGE SERVICE THEORY 111

Date:

Time:

SECTION A. ANSWER ALL THE QUESTIONS (30 MARKS)

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| 1(a) Outline the four factors affecting facility layout | 4 Mks |
| (b) It is important for managers to consider costs in the role of facilities. Explain these three costs | 6 Mks |
| (c) Highlight five management responsibilities in facility design and management | 5 Mks |
| (d) State six ways of rejuvenating a business | 6 Mks |
| (e) Enumerate any six duties of a cashier | 6 Mks |
| (f) State six information recorded in sales summary sheet | 3 Mks |

SECTION B ANSWER ANY TWO QUESTIONS (40 MARKS)

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| 2 (a) Explain four methods of taking Food and Beverage orders in the restaurant | 8 Mks |
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| (b) Explain the purpose of revenue control system | 8 Mks |
| (c) Describe two principles of facility design layout | 4 Mks |
| 3 (a) Define the term function catering/ event catering | 2 Mks |
| (b) Describe the broad categories of events | 10 Mks |
| (c) Explain the product life cycle | 8 Mks |
| 4(a) State four importance's of quality control in the restaurant | 2 Mks |
| (b) Explain the main control methods used in Food and Beverage service establishment | 8 Mks |
| (c) Explain five factors to consider when selecting a facility design | 10 Mks |
| 5 (a) State four details provided to the event manager/ planner in an advance of an event | 2 Mks |
| (b) Describe five steps a supervisor should work through when supervising | 10 Mks |
| (c) Explain four procedures of cash handling in the restaurant | 8 Mks |