



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 AND TOURISM MANAGEMENT

DHTM 024: FOOD AND BEVERAGE SERVICE PRACTICE

DATE: 17/4/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

This paper consist of TWO sections A and B

Answer All Questions in Section A And Any Two In Section B

SECTION A: COMPULSORY - (30 MARKS)

1.
 - a) Define the term tableware in Food and Beverage Service. (1 mark)
 - b) Describe the FIVE groups of tableware and in each case, identify any two examples (10 marks)
 - c) Highlight FIVE factors to consider when selecting tableware. (5 marks)
 - d) Identify any FOUR an acceptable habits in the service area. (4 marks)
 - e) Explain FIVE advantages of using disposal in catering outlets. (10 marks)

SECTION B (40 MARKS) CHOOSE ANY TWO

2.
 - a) state the appropriate way of addressing the following people in a formal function.
 - i. The Queen
 - ii. A Royal Price
 - iii. The President
 - iv. A Cabinet Minister

- v. The Governor. (5 marks)
- b) Outline any FIVE etiquettes of Food and Beverage service staff. (5 marks)
- c) Explain any FOUR points to be borne in mind when serving from a trolley. (8 marks)
- d) Explain any TWO methods of cleaning restaurant silver ware. (2 marks)
- 3. a) Explain the meaning of a cocktail as applied in Food and Beverage service. (2 marks)
- b) Outline TWO methods used in the preparation of a cocktail identifying the equipment used. (4 marks)
- c) Describe any SEVEN points to consider when preparing cocktail. (14 marks)
- 4. a) Outline FIVE main groups of non-alcoholic beverages found in a dispense bar. (5 marks)
- b) Explain any FOUR factors to consider when planning the layout of a dispense bar. (8 marks)
- c) Describe how the following beverages are made and presented to the guest.
 - i. Iced tea
 - ii. Tisane tea
 - iii. Coffee Royal (6 marks)
- d) Highlight the meaning of 'Retour'/'En place' food check. (1 mark)
- 5. a) As a Cafeteria Manager, explain to your staff the counter preparation required before service. (8 marks)
- b) Differentiate between squashes and juices, identifying FOUR examples under each. (6 marks)
- c) Describe THREE ways of serving liqueurs. (6 marks)