



MACHAKOS UNIVERSITY

DIRECTORATE OF TVET

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR FIRST TERM EXAMINATION FOR DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT

UNIT CODE: :SERVICE THEORY

DATE: TIME: 3 HOURS

INSTRUCTIONS

This paper consist of [5] questions.

Answer all the question.

- 1 [a] Enumerate four factors affecting the meal experience [4mks]
[b] Highlight four duties of a waiter [4mks]
[c] State four factors to be considered when planning for a menu [4mks]
[d] Enumerate four disadvantages of using silver service methods [4mks]
[e]highlight fours duties performed by waiters at end of service [4mks]
- 2 [a] State six benefits of cleaning tables correctly [6mks]
[b] Explain four obligations of a waiter to the management of catering establishment [8mks]
[c] State six methods of billing carried in food and beverage outlet [6mks]
- 3 [a] Highlight factors to considers before choosing the type of furniture in restaurant [5mks]
[b] Highlight four provisions offered in still room [4mks]

[c] State five advantages of using disposable table linen in restaurant [5mks]

[d] Explain the uses of a service plate in the restaurant [6mks]

4 [a] Highlight four qualities of a restaurant sideboard [4mks]

[b] Enumerate four advantages of automatic vending machine [4mks]

[c] State six disadvantages of using plastics in restaurant [6mks]

[d] Describe three methods of taking food and beverages orders [6mks]

5 [a] Highlight five appearances rules of a waiter [5mks]

[b] Outline steps to follow when dealing with children in the restaurant [9mks]

[c] Describe three methods of service carried in food and beverage outlet [6mks]