# MACHAKOS UNIVERSITY

**University Examinations for 2024/2025 Academic Year**

**SCHOOL OF BUSINESS, ECONOMICS, HOSPITALITY AND TOURISM MANAGEMENT**

**DEPARTMENT OF HOSPITALITY AND TOURISM**

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR DEGREE IN BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT**

**BHM 203: FOOD AND BEVERAGE SERVICE THEORY 1**

**DATE:** **TIME:**

**INSTRUCTIONS:**
*Answer question **ONE (Compulsory)** and **any other TWO** questions*

**QUESTION ONE (30 MARKS)**

a) Define the following terms
   i) Table ware
   ii) Spirits
   iii) Meal/Drink experience
   iv) Flatware
   v) Hollow-ware
   vi) Beverage (6 Marks)

b) State EIGHT types of linen used in the restaurant. (4 Marks)

c) Outline any FIVE hygienic rules to be observed by Food and Beverage personnel. (5 Marks)

d) Mention THREE merits and TWO demerits of an ala carte Menu. (5 Marks)

e) Highlight FIVE qualities of a good Menu in Food and Beverage service area. (5 Marks)

f) Explain the service of Iced Tea. (5 Marks)

**QUESTION TWO (20 MARKS)**

a) Describe FIVE needs that a customer seeks to satisfy when eating out. (10 Marks)

b) Highlight TEN factors which might affect the customer's enjoyment of a specific meal experience in an operation in a hotel industry. (10 Marks)

**QUESTION THREE (20 MARKS)**

a) Explain any FIVE interpersonal skills practiced during service. (10 Marks)

b) Describe FIVE reasons why a customer would require room service. (10 Marks)

**QUESTION FOUR (20 MARKS)**

a) Explain the merits and demerits of eating out. (10 Marks)

b) Highlight FIVE Challenges faced by Food and Beverage Service Personnel in the course of their duties. (5 Marks)

c) Describe the function and equipment found in the Still Room. ( 5 Marks)

**QUESTION FIVE (20 MARKS)**

a) Explain the following attributes of restaurant staff.

i) Knowledge of food and drink

ii) Local knowledge

iii) Complains

iv) Memory

v) Speech (10 Marks)

b) Outline FIVE non-alcoholic beverages and two examples in each found in a dispense bar. (10 Marks)