



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 014A: FOOD AND BEVERAGE SERVICE PRACTICE

DATE: 26/9/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS:

Attempt all questions in *Section A* and any two in *Section B*.

SECTION A: 30 MARKS:

1. a) Define the following terms as used in food and beverage service and sales:
 - (i) Cover
 - (ii) Beverage
 - (iii) Mis en place
 - (iv) Tableware
 - (v) Mis en scene. (5 marks)
- b) Outline **SIX** materials used in the manufacture of service table ware. (3 marks)
- c) Highlight any **EIGHT** habits a waiter must not adopt when working in a restaurant. (8 marks)
- d) State **THREE** reasons why safety is essential in Food and Beverage service area. (3 marks)
- e) Highlight **FIVE** causes of accidents in the restaurants. (2 ½ marks)
- g) Outline **SIX** examples of napkin folds that can be used in the restaurant. (3 marks)
- h) State **FIVE** sections of Food and Beverage service area. (2 ½ marks)
- i) Explain **THREE** rules for a food handler in Food and Beverage service. (3 marks)

SECTION B: (40 MARKS):

2. (a) Explain any **FIVE** interpersonal skills practiced during service. (10 marks)
- (b) Highlight **FIVE** uses of a service salver. (5 marks)
- (c) Identify **FIVE** uses of a service plate. (5 marks)
3. (a) Explain **FIVE** reasons why a customer would require room service. (10 marks)
- (b) Explain **FIVE** reasons why people eat out. (5 marks)
- (c) Highlight **TWO** advantages and **THREE** disadvantages of eating out. (5 marks)
4. (a) Identify any **FIVE** equipment used in setting an a la carte cover. (5 marks)
- (b) Explain the meaning of automatic vending. (2 marks)
- (c) Outline **THREE** consumable services of Automatic vending. (3 marks)
- (d) Highlight **FIVE** advantages and **FIVE** disadvantages of automatic vending. (10 marks)
5. (a) State **SIX** types of linen used in the restaurant. (3 marks)
- (b) Highlight **THREE** points a waiter must ensure before laying a table cloth. (3 marks)
- (c) Outline **TWO** advantages and **TWO** disadvantages of using disposables Food and Beverage equipment. (4 marks)
- (d) Explain the following attributes of restaurant staff.
- i) Knowledge of food and drink
 - ii) Local knowledge
 - iii) Complains
 - iv) Memory
 - v) Speech. (10 marks)