



MACHAKOS UNIVERSITY

DIRECTORATE OF TVET

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR FIRST TERM EXAMINATION FOR

DIPLOMA IN CATERING AND ACCOMODATION

UNIT CODE:2802/104: FOOD AND BEVERAGE SERVICE THEORY

DATE:24/11/2023

TIME:2:30-5:30PM

INSTRUCTIONS

This paper consists of two sections A and B

Section A is compulsory and carries a total of thirty marks (40mks)

Section B has four questions worth twenty (20mks) each, attempt any three questions.

SECTION A: COMPULSORY (40MARKS)

QUESTION ONE

- a. Name FIVE common napkin folds used in food and beverage service are. (5mks)
- b. State FOUR factors that determine the size and design of a sideboard. (4mks)
- c. Identify FOUR points to consider when choosing linen for restaurant use. (4mks)
- d. Differentiate between the commercial and welfare sector and in each case give two examples. (6mks)
- e. State FOUR uses of service plate. (4mks)
- f. Differentiate between mis-en-place and mis-en scene. (4mks)
- g. List FOUR uses of a waiters/service cloth in food and beverage. (4mks)
- h. Outline FOUR uses of service salver (round tray) (4mks)

- i. Name five types of linen used in food and beverage service area (5mks)

SECTION B: CHOOSE ANY THREE QUESTIONS (60MKS)

QUESTION TWO

- a. Name any five equipment contain in the table d'hote set up. (5mks)
- b. Explain TWO reasons a waiter should have knowledge of food and drink. (5mks)
- c. Explain FIVE rules of personal hygiene and appearance that a waiter/waitress should observe. (10mks)

QUESTION THREE

- a. Describe the following dinning arrangements.
- i. Loose random
 - ii. Loose module
 - iii. Booth
 - iv. In situ
 - v. Bar and lounge (10mks)
- b. Explain FIVE points to bear in mind when purchasing food and beverage service equipment (10mks)

QUESTION FOUR

- a. Outline TWO responsibilities of the following food and beverage personnel.
- i. Food and beverage manager
 - ii. Headwaiter
 - iii. Bar tender/mixologist
 - iv. Wine butler/sommelier
 - v. Carver (10mks)
- b. Explain the purpose of the following sectors in catering industry
- i. Hotels
 - ii. Welfare catering
 - iii. Outdoor
 - iv. Industrial catering. (10mks)
 - v. Popular

QUESTION FIVE

- a. Outline FOUR factors to be considered when purchasing flatware and cutlery (4mks)
- b. Explain FIVE meal experience needs that a customer might be seeking to satisfy (10mks)
- c. Outline six advantages of using disposables in hospitality industry (6mks)