



# MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY  
AND TOURISM MANAGEMENT

DTM 023A: SERVICE PRACTICE

DATE: 5/6/2017

TIME: 8.30-10.30 AM

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## INSTRUCTIONS

*Answer all the questions*

1.
  - a) Describe the procedure of service of squash to a seated customer (5 marks)
  - b) Differentiate between Russian tea and Tisane tea (2 marks)
  - c) List three rules to be observed when making coffee (3 marks)
  - d) Describe the procedure of service of white wine to four seated guests (10 marks)
  
2.
  - a) Describe the service and accompaniment of smoked fish to a seated guest (10 marks)
  - b) Explain three senses to analyze the quality of wine (6 marks)
  - c) Describe how the wine tasters glass should be chosen (4 marks)
  
3.
  - a) Describe the uses of service salver in the service area (5 marks)
  - b) Describe the procedure which contribute to good interpersonal skills while addressing customers (5 marks)
  - c) Explain the steps followed when a waiter finds a wallet under a chair vacated by one of the customers (10 marks)



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**FIRST YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY  
AND TOURISM MANAGEMENT**

**DHTO: SERVICE THEORY**

**DATE:31/5/2017**

**TIME:2.00-4.00 PM**

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## **INSTRUCTIONS**

**Answer Question One and Any Other Two Questions**

1.     a)     Define the following terms  
          i)     Wine  
          ii)    Interpersonal skills  
          iii)   Proof  
          iv)   Cocktail  
          v)   Liqueurs (10 marks)  
      b)   Enumerate five different means of purchasing tea (5 marks)  
      c)   Outline five useful information required when reading a wine label (5 marks)  
      d)   A guest suggests that the fish served is off' Explain the steps which should be taken (10 marks)
2.     a)   Differentiate between Cider and Perry (2 marks)  
      b)   Describe four bear faults attributed to poor cellar management (8 marks)  
      c)   Explain five basic technical waiting skills practiced in food and beverage service area (10 marks)

