



# MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN

HOSPITALITY AND TOURISM MANAGEMENT

SERVICE THEORY

DATE: 19/12/2017

TIME: 2:00 – 4:00 PM

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## INSTRUCTIONS

Answer all questions in section A and any two in section B.

### SECTION A

1. a) Define the following terms as used in food and beverage service and sales
  - i. Cover
  - ii. Station
  - iii. Beverage
  - iv. Mis – en – place (4 marks)
- b) Outline six materials used in the manufacture of food service tableware (3 marks)
- c) Explain **FOUR** disadvantages of using disposable food and beverage equipment (4 marks)
- d) State Eight habits that a waiter must NOT adopt when working in a restaurant. (8 marks)
- e) As a restaurant supervisor you have received a telephone call booking a dinner party. List Eight important details you must record. (4 marks)
- f) Outline FOUR responsibilities of a trainee waiter. (4 marks)
- g) Give THREE points a waiter must ensure before laying the table cloth. (3 marks)

2.
  - a) Define the term Mis – en – scene as applied in hospitality industry (1 mark)
  - b) Explain the following attributes of restaurant staff.
    - i. Knowledge of food and drink
    - ii. Local knowledge
    - iii. Memory
    - iv. Complaints (8 marks)
  - c) State FIVE uses of a service salver (5 marks)
  - d) Explain three groups of tableware, giving ONE examples under each group. (3 marks)
  - e) State THREE factors to consider when purchasing china (3 marks)
3.
  - a) Explain FOUR advantages of using disposables in food and beverage service area. (8 marks)
  - b) Outline any FIVE points to note if a table cloth is laid correctly. (5 marks)
  - c) State any six types of linen found in food beverage service area (3 marks)
  - d) State FOUR important factors to consider when selecting tableware for an establishment (4 marks)
4.
  - a) Highlight clearly the correct procedure to follow when issuing clean linen (5 marks)
  - b) Outline FIVE correct ways of storing linen in a catering establishment. (5 marks)
  - c) What is the service area in food and beverage service (2 marks)
  - d) Explain TWO main importance of service area in food and beverage area (2 marks)
  - e) State SIX instances when a restaurant manager may refuse to provide service to a customer. (6 marks)
5.
  - a) List down SIX symptoms of customer relation problems (3 marks)
  - b) Explain FOUR factors which may attract a customer to an eating place (4 marks)
  - c) Outline the FIVE sections of service area and its function in food and beverage service (5 marks)
  - d) State 3 reasons when a customer can pay or demand replacement for a product (3 marks)
  - e) State FIVE reason why people eat out (5 marks)