



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 021: FOOD AND BEVERAGE SERVICE THEORY II

DATE: 17/4/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Define the following terms (10 marks)
- i. Décor'
 - ii. Theme
 - iii. Themed restaurant
 - iv. Fine dinning
 - v. Menu
- b) Fine dining restaurants are usually distinguished by the high quality of three factors. Briefly explain these three factors (6 marks)
- c) Describe how geographical area inspires a restaurant deco'r and theme. Give an Example (5 marks)
- d) Briefly explain ways in which a guest may use to settle their bills (5 marks)
- e) Outline four characteristics of an ala' carte menu (4 marks)

QUESTION TWO (20 MARKS)

- a) The art of floral arrangement encompasses many principles. Explain any five (10 marks)
- b) With illustration explain four special food checks (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain any five basic flower arrangement (10 marks)
- b) Explain five basic technical skills practiced in food and beverage outlet (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe any five restaurant themes found in various restaurants (10 marks)
- b) Explain five service methods used in Food and Beverage service (10 marks)

QUESTION FIVE (20 MARKS)

- a) Outline any three methods of taking food and beverage order (3 marks)
- b) Describe five Dos and five Don'ts one should observe in fine dining etiquette (10 marks)
- c) Explain the seven basic billing methods used in Food and Beverage service (7 marks)