



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

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

DHTM: FOOD AND BEVERAGE SERVICE THEORY

DATE: 19/12/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

- This paper consists of Two Sections A and B
- Section A is Compulsory and carries 30 marks
- Section B has four questions of 20 marks each. Attempt any Two.

SECTION A COMPULSORY (30 MARKS)

- Outline four duties of the restaurant manager (4 marks)
 - Identify six tasks that are done daily in the restaurant (6 marks)
 - Draw the organization chart of a small hotel (7 marks)
 - Distinguish between café complet and café simple (4 marks)
 - List four reasons why service staff should be on duty before service commences (4 marks)
 - Identify five items that are brought to the table after the guest is seated in breakfast service (5 marks)

SECTION B (40 MARKS) ATTEMPT ANY TWO QUESTIONS

- Identify ten food and beverage items served in the lounge (10 marks)
 - Explain any five customer service skills employed by service staff (10 marks)
- Illustrate the cover for full afternoon tea (6 marks)
 - Distinguish between a brandy liqueur and a liqueur brandy (4 marks)

- c) Explain five points when dealing with customer complaints (10 marks)
- 4.
 - a) Explain the following forms of specialized service:
 - i. Home delivery
 - ii. Rail service
 - iii. Hospital tray service
 - iv. Floor service
 - v. Airline tray service (10 marks)
 - b) Explain the role of service personnel in buffet service (10 marks)
- 5.
 - a) State four pieces of equipment found in a liqueur trolley (4 marks)
 - b) State eight general guidelines to ensure that the most appropriate wines accompany a meal (8 marks)
 - c) Describe four spirits giving an example in each case (8 marks)