



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 024-2: FOOD AND BEVERAGE SERVICE THEORY

DATE: 28/10/2020

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

This paper consists of TWO sections A and B

Answer All Questions in Section A and any Two in Section B

SECTION A: COMPULSORY

QUESTION ONE (30 MARKS)

- a) Define the following terms
 - i) Table ware
 - ii) Spirits
 - iii) Meal/Drink experience
 - iv) Flatware
 - v) Hollow-ware (6 marks)
 - vi) Beverage
- b) State EIGHT types of linen used in the restaurant. (4 marks)
- c) Outline any FIVE hygienic rules to be observed by Food and Beverage personnel. (5 marks)
- d) Mention THREE merits and TWO demerits of an ala carte Menu (5 marks)
- e) Highlight FIVE qualities of a good Menu in Food and Beverage service area. (5 marks)
- f) Explain the service of Iced Tea (5 marks)

SECTION B: ANSWER ANY OTHER TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Describe FIVE needs that a customer seeks to satisfy when eating out. (10 marks)
- b) Highlight TEN factors which might affect the customer's enjoyment of a specific meal experience in an operation in a hotel industry (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain any FIVE interpersonal skills practiced during service (10 marks)
- b) Describe FIVE reasons why a customer would require room service (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the merits and demerits of eating out (10 marks)
- b) Highlight FIVE Challenges faced by Food and Beverage Service Personnel in the course of their duties. (5 marks)
- c) Describe the function and equipment found in the Still Room (5 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the following attributes of restaurant staff.
 - i) Knowledge of food and drink
 - ii) Local knowledge
 - iii) Complains
 - iv) Memory
 - v) Speech (10 marks)
- b) Outline FIVE non-alcoholic beverages and two examples in each found in a dispense bar. (10 marks)