



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 021B: FOOD AND BEVERAGE SERVICE LAB

DATE: 28/10/2020

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the term 'mise-en-scene' (2 marks)
- b) Outline four points to consider before laying the tablecloth (4 marks)
- c) Identify four points on the professional and hygienic appearance of service staff. (4 marks)
- d) Describe the term 'cover' as used in food and beverage service (4 marks)
- e) State five uses of a service plate (5 marks)
- f) Illustrate an ala carte cover (5 marks)
- g) Identify six basic technical skills in food service (6 marks)

QUESTION TWO (20 MARKS)

- a) State the four table accompaniments (2 marks)
- b) Distinguish between an aperitif and a digestif (4 marks)
- c) Explain the procedure of crumbing down (6 marks)
- d) Explain the procedure of polishing a wine glass (8 marks)

QUESTION THREE (20 MARKS)

- a) Explain why simple napkin folds are better than the more complex ones (8 marks)
- b) Describe a supplement food check (2 marks)
- c) Explain five ways the service staff would show their skills in up-selling (10 marks)

QUESTION FOUR (20 MARKS)

- a) Outline five reasons why service staff should be on duty allowing enough time before service commences (5 marks)
- b) State five general guidelines to ensure that the most appropriate wines accompany a meal (5 marks)
- c) Explain any five attributes of food and beverage personnel (10 marks)

QUESTION FIVE (20 MARKS)

- a) Outline the cover for a full afternoon tea (6 marks)
- b) State four social skills practiced by service staff during service (4 marks)
- c) Explain the following styles of service; (10 marks)
 - i) Silver service
 - ii) Russian service
 - iii) Counter service
 - iv) Take away
 - v) Tray service