



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

HTM 212-2: FOOD AND BEVERAGE SERVICE LAB 1

DATE: 6/12/2019

TIME: 2.00-4.00 PM

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QUESTION ONE IS COMPLURSORY, ANSWER ANY OTHER TWO QUESTIONS.

QUESTION ONE (30 MARKS)

- a) Name five types of napkin folds use in food and beverage service area. (6 marks)
- b) Explain two reasons why food and beverage service supervisors prefer the simple types of napkin folds (4 marks)
- c) The style and design of a sideboard varies from one establishment to the other. Explain. (8 marks)
- d) A part from Napkins name five types of linen found in the restaurant. (6 marks)
- e) Giving examples define the following terms as used in food and beverage service:(6 marks)
 - i. flat ware
 - ii. cutlery
 - iii. hollowware

QUESTION TWO (20 MARKS)

- a)
 - i Name the six basic technical waiting skills (6 marks)
 - ii Define the term service salver (2 marks)
- b) You are the Restaurant manager in Sarova woodlands hotel in Nakuru county and you have been tasked with induction of food and beverage trainees. Explain to them, six uses of a service salver. (12 marks)

QUESTION THREE (20 MARKS)

- a) State five types of mannerism waiters should avoid while working in food and beverage service area. (5 marks)
- b) Describe the process of welcoming customers from entrance up to the service starter. (15 marks)

QUESTION FOUR (20 MARKS)

- a) There are various methods of food and beverage service, explain five factors that will determine the method of service that will be used at any given time. (10 marks)
- b)
 - i Define the term underplates (2 marks)
 - ii Explain the importance of underplates during food and beverage service. (8 marks)

QUESTION FIVE (20 MARKS)

- a) State Three reasons why cutleries are polished before service layup (3 marks)
- b) Explain five factors to consider when designing a menu card. (10 marks)
- c) State seven hygienic appearance rules waiters are supposed to observe while working in the restaurant (7 marks)