



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SPECIAL/SUPPLEMENTARY FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

DHTM 023: F & B SERVICE THEORY 111

DATE: 26/7/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1.
 - a) Outline the four factors affecting facility layout (4 marks)
 - b) It is important for managers to consider costs in the role of facilities. Explain these three costs (6 marks)
 - c) Highlight five management responsibilities in facility design and management (5 marks)
 - d) State six ways of rejuvenating a business (6 marks)
 - e) Enumerate any six duties of a cashier (6 marks)
 - f) State six information recorded in sales summary sheet (3 marks)
2.
 - a) Explain four methods of taking Food and Beverage orders in the restaurant (8 marks)
 - b) Explain the purpose of revenue control system (8 marks)
 - c) Describe two principles of facility design layout (4 marks)
3.
 - a) Define the term function catering/ event catering (2 marks)
 - b) Describe the broad categories of events (10 marks)
 - c) Explain the product life cycle (8 marks)
4.
 - a) State four importance's of quality control in the restaurant (2 marks)

- b) Explain the main control methods used in Food and Beverage service establishment (8 marks)
- c) Explain five factors to consider when selecting a facility design (10 marks)
- 5. a) State four details provided to the event manager/ planner in an advance of an event (2 marks)
- b) Describe five steps a supervisor should work through when supervising (10 marks)
- c) Explain four procedures of cash handling in the restaurant (8 marks)