



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR SECOND SEMESTER EXAMINATION FOR
DIPLOMA IN FOOD AND BEVERAGE PRODUCTION (TVET)

SERVICE THEORY

DATE: 27/3/2020

TIME: 11.30-2.30 PM

INSTRUCTIONS

ANSWER QUESTION ONE IN SECTION A AND ANY OTHER THREE QUESTIONS IN SECTION B

SECTION A. COMPULSORY

QUESTION ONE

- a) Define the following term
- i. Suivant
 - ii. Trancheur
 - iii. Mise-en-scene
 - iv. Safety
 - v. Aboyour (5 marks)
- b) State two causes of the following
- i. Pitting in cutlery
 - ii. Deterioration of floors (4 marks)
- c) Enumerate five characteristics of table dhote menu (5 marks)
- d) Highlight FIVE reasons for clearing tables correctly (5 marks)
- e) State any FOUR characteristics of the fast food outlets (4 marks)
- f) Outline any FOUR after service task of a head waiter (4 marks)
- g) Enumerate two duties of each food/ beverage service personnel.
- i. Apprentice
 - ii. Chef de buffet (4 marks)

- h) Highlight FOUR factors that influence the choice of restaurant furniture (4 marks)
- i) Identify five ways of maintaining control of food and beverage during service (5 marks)

SECTION B (60 MARKS)

QUESTION TWO

- a) The Menu is an important sales tool and inform customers of what is available on the day, identify TEN points need to be considered when planning a menu for a function organized for a member of a local club. (10 marks)
- b) Explain FIVE service areas that may be termed as back-of-house (10 marks)

QUESTION THREE.

Interpersonal skill is a term used to describe a wide range of interaction that occurs between the customer and the restaurant staff during the service of a meal.

- a) Highlight guidelines that staff should adopt when in conversation with customers (5 marks)
- b) Describe how you would deal with a glass of water knocked over by guest (15 marks)

QUESTION FOUR

- a) The ability to take customers order is an essential part of the service package Describe FOUR methods of taking food and beverage orders from customers (8 marks)
- b) Food and beverage items are increasingly being purchased through coin operated machines, explain six advantages in providing an automatic vending service to customers. (12 marks)

QUESTION FIVE

- a) A number of traditional dishes have traditional accompaniment served with them, specify the accompaniments that you would serve the following dishes
 - i. Horse d"vore
 - ii. Smoked salmon
 - iii. Roast lamb
 - iv. Fresh fruit
 - v. Minestrone (10 marks)
- b) Explain the cutlery lay-up for each of the following dishes
 - i. Chilled melon
 - ii. Spaghetti
 - iii. Omelette
 - iv. Corn the cob
 - v. Avocado (10 marks)