



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST YEAR THIRD SEMESTER EXAMINATION FOR

DIPLOMA IN FOOD AND BEVERAGE

SERVICE THEORY

DATE:

TIME:

INSTRUCTIONS

This paper consist of (5) questions.

Answer all the question.

- 1 (a) Identify four details entered in the accident book in a restaurant (4 marks)
- (b) Highlight four duties of a waiter (4 marks)
- (c) State four reasons why weak coffee may be produced in a restaurant (4 marks)
- (d) Enumerate four disadvantages of fitting carpets in a busy dining area (4 marks)
- (e) Highlight fours duties performed by waiters at end of service (4 marks)
- 2 (a) State six benefits of cleaning tables correctly (6 marks)
- (b) Explain four obligations of a waiter to the management of catering establishment (8 marks)
- (c) State six methods of billing carried in food and beverage outlet (6 marks)
- 3 (a) Highlight factors to considers before choosing the type of furniture in restaurant (5 marks)
- (b) Highlight four situations that would result to revocation of a restaurant license (4 marks)
- (c) State five advantages of using disposable table linen in restaurant (5 marks)
- (d) Distinguish between pot-still and patent still methods of distillation (6 marks)
- 4 (a) Highlight four qualities of a restaurant sideboard (4 marks)

- (b) Enumerate four ways a wine waiter would observe in controlling beverages during service (4 marks)
- (c) State six disadvantages of using plastics in restaurant (6 marks)
- (d) Describe three methods of taking food and beverages orders (6 marks)
- 5 (a) Highlight five appearances rules of a waiter (5 marks)
- (b) Outline steps to follow when dealing with children in the restaurant (9 marks)
- (c) Describe three methods of service carried in food and beverage outlet (6 marks)