



MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

HTM 215-2:- FOOD AND BEVERAGE SERVICE THEORY

DATE

TIME

INSTRUCTIONS:

Answer Question One (Compulsory) and any other Two questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Explain the Five uses of a service salver. (10 marks)
- b) State five advantages of steelite crockery (5 marks)
- c) Describe Five attributes of food and beverage service personnel (10 marks)
- d) State five characteristics of an a la carte menu (5 marks)

QUESTION TWO (20 MARKS)

- a) As an expert in Food and beverage operations you have been requested by the Human resource manager to draft the duties and responsibilities of a Head waiter. State eight duties the Head Waiter does. (8 marks)
- b) Discuss the following food and beverage service markets (12 marks)
 - i) Captive Market
 - ii) Non captive market
 - iii) Semi captive Market

QUESTION THREE (20 MARKS)

- a) Discuss five needs customers would wish to satisfy while eating away from home. (10 marks)
- b) Describe five factors to consider when purchasing food and beverage service areas tools and equipment. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain five disadvantages of using disposables (10 marks)
- b) Analyze five factors that will influence the customers' meal experience (10 marks)

QUESTION FIVE (20 MARKS)

- a) You have been called for an interview in a job you had recently applied for a barista position. In the interview aptitude test you are tasked to explain the following **three** Methods of coffee making. (6 marks)
 - i) Percolator Method
 - ii) la cafetie're
 - iii) Espresso
- b) By use of a diagram explain five factors to consider while designing a menu Card. (14 marks)