



# MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY MANAGEMENT

..... YEAR ..... SEMESTER EXAMINATION

DIPLOMA IN CATERING AND ACCOMODATION MANAGEMENT

FOOD AND BEVERAGE SERVICE THEORY

DATE:

TIME:

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## INSTRUCTIONS:

This paper consists of section A and B

Section A is compulsory

In Section B attempt any THREE questions

## SECTION A (40MARKS)

*Attempt all the questions from this section*

1. Define the following terms as used in food and beverage service (8 marks)
  - a) Apprentice
  - b) Tableware
  - c) Crumbing down
  - d) Automatic vending
2. State **four** professional hygienic practice which a food and beverage service staff should practice. (4 marks)
3. State any **four** ways of attracting customers to a restaurant. (4 marks)
4. Highlight **four** duties and responsibilities of a headwaiter. (4 marks)
5. Distinguish between
  - a) Captive market and semi captive markets
  - b) Motel and Hotel (8 marks)
6. Identify any **eight** equipments found in still room (4 marks)

7. Explain any **four** uses of a service plate (4 marks)
8. Highlight **four** instances that necessitate the use of gloves in the restaurant (4 marks)

**SECTION B (60MARKS): ANSWER ANY THREE QUESTIONS FROM THIS SECTION**

9. a) Explain **five** influences of menu (10 marks)
- b) Outline **five** reasons for checking menus prior before service commences. (5 marks)
- c) Outline **five** qualities of a good menu card. (5 marks)
10. a) Explain **three** reasons that makes simple napkin folds to be better than complex ones. (3 marks)
- b) Highlight any **five** mis en-place duties a waiter should do (5 marks)
- c) Highlight any **six** linens used in service area and their uses (12 marks)
11. a) Explain the following types of service (10 marks)
- i. Specialized service
  - ii. Single point service
  - iii. Table service
  - iv. Assisted service
  - v. Self service
- b) Suggest any **five** factors that have led to the increased use of disposables (10 marks)
12. a) With an illustrations explain the **four** special checks which a waiter can write during food and beverage service (12 marks)
- b) Explain **four** factors that determines the style and design of a side board (8 marks)