MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

HTM 215: FOOD AND BEVERAGE SERVICE THEORY I

DATE: 10/8/2021   **TIME: 2.00-4.00 PM**

INSTRUCTIONS:

This paper consist of TWO sections A and B

ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO IN SECTION B

SECTION A: COMPULSORY - (30 MARKS)

SECTION A- COMPULSORY (30MARKS)

QUESTION ONE (30 MARKS)

a)   Define the following terms

      i.   Food and beverage service

      ii.   Food

      iii.   Beverages

      iv.   Hotel

      v.   Restaurant

      vi.   Service   (6 marks)

b)   Highlight FOUR elements required for the success of food and beverage service   (4 marks)

c)   Outline any FIVE Characteristics of Take-away in the Hospitality Industry   (5 marks)

d)   Mention THREE merits and TWO demerits of an ala carte Menu   (5 marks)

e)   Describe FIVE points to consider when preparing cocktails   (10 marks)

SECTION B: 40 MARKS

QUESTION TWO (20 MARKS)

a)   Describe the following FIVE factors affecting meal experience while eating out.

      i.   Value for money or price

      ii.   Atmosphere and mood

      iii.   Level of cleanliness and hygiene

      iv.   Location and accessibility

      v.   Food and beverage service employees   (10 marks)

b)   Highlight TEN factors which might affect the customer's enjoyment of a specific meal experience in   an operation in a hotel industry   (10 marks)

QUESTION THREE (20 MARKS)

a)   'Throw aways' have become increasingly popular in use for service in most commercial food establishments. Explain FIVE reasons for this trend   (10 marks)

b)   Explain FIVE purposes of a Menu in the restaurant   (10 marks)

QUESTION FOUR (20 MARKS)

a)   Describe any FIVE points to consider when compiling the Menu   (10 marks)

b)   State FIVE Challenges faced by Food and Beverage Service Personnel in the course of their duties.   (5 marks)

c)   Describe the function and equipment found in the Still Room   (5 marks)

QUESTION FIVE (20 MARKS)

a)   Explain the following attributes of restaurant staff.

      i.   Knowledge of food and drink

      ii.   Local knowledge

      iii.   Complains

      iv.   Memory

      v.   Speech   (10 marks)

b)   Outline FIVE non-alcoholic beverages and two examples in each found in a dispense bar.

                                                                                                            (10 marks)