



MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

DIRECTORATE OF TVET

THIRD YEAR FIRST TERM EXAMINATION FOR

DIPLOMA IN FOOD AND BEVERAGE

SERVICE THEORY

DATE: 22/7/2022

TIME: 8:30 – 11:30 AM

INSTRUCTIONS

Answer All Questions in Section A

SECTION A (20 MARKS)

1. Explain five factors to consider in menu content to ensure effective sales in the restaurant. (10 marks)
2. Explain the meaning of dispense bar (2 marks)
3. Explain 4 ways of controlling loss of service equipment (8 marks)

SECTION B (80 MARKS) ATTEMPT ANY FOUR QUESTIONS

4.
 - a) As a supervisor in a restaurant, explain 4 reasons that may lead to increase in table turnover (8 marks)
 - b) State 5 ways of controlling beverages during service (5 marks)
 - c) Differentiate between smoothies and fizzes (2 marks)
 - d) State five reasons for bitter coffee (5 marks)
5.
 - a) Highlight 5 reasons for briefing restaurant service staff before the service of food and beverage. (5 marks)
 - b) State four uses of a service plate (4 marks)
 - c) Highlight four supervisory duties of a manager (4 marks)
 - d) Highlight seven points to note while carrying out guerdon service (7 marks)
6.
 - a) Explain three reasons for evaluating wines and other drinks (6 marks)
 - b) State four mental qualities of a waiter (4 marks)

- c) Explain five ways of reducing customer's complaints in the restaurant (10 marks)
7. a) State 2 duties of each of the following service staff (6 marks)
- i. Trancheur
 - ii. Bartender
 - iii. Barista
- b) Describe each of the following beverages
- i. liqueur
 - ii. squash
 - iii. brandy (6 marks)
- c) Explain four functions of a restaurant revenue control (8 marks)
8. a) Outline the sequence of taking a room service order by telephone in a catering and accommodation establishment (6 marks)
- b) Explain three ways of listing wine in a table wine list in a catering and accommodation establishment (6 marks)
- c) Highlight five after service duties of a bar person (5 marks)
- d) Outline three factors to consider when selecting sideboard in a catering establishment (3 marks)