



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BHT :317-3 FOOD AND BEVERAGE SERVICE THEORY II

DATE:

TIME:

INSTRUCTIONS: Answer Question **One** (Compulsory) and any other **Two** questions

QUESTION ONE (30 MARKS) COMPULSORY

- a) Discuss five factors that can determine the method of service in a wedding anniversary (10 marks)
- b) Discuss the process of serving afternoon tea in a first class establishment (10 marks)
- c) You are the food and beverage manager in Seasons Hotel Eldoret. Explain five factors you will consider when selling food and drink by description. (10 marks)

QUESTION TWO (20 MARKS)

- a) Explain five symptoms of customer relationship problem a Restaurant manager can observe in the course of food and beverage service (10 marks)
- b) Describe five advantages of hospital tray service system

QUESTION THREE (20 MARKS)

- a) Discuss the four categories of food and beverage operations in trains (12 marks)
- b) Name eight details that must be recorded during event booking (8 marks)

QUESTION FOUR (20 marks)

- a) Highlight the procedure of gueridon service (12 marks)
- b) Explain five factors that would determine the opening and closing time of a food and beverage service operation. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the procedure of table service for breakfast (14 marks)
- b) Describe three types of table layout that can be used in a function (6 marks)