

SCHOOL OF HOSPITALITY AND TOURISM

HOSPITALITY DEPARTMENT

DHM 1216 SPECIAL/ SUPPLEMENTARY

FOOD AND BEVERAGES SERVICES THEORY III

MAY - AUGUST 2015

DIPLOMA IN HOSPITALITY MANAGEMENT

DATE

TIME; 2HRS

INSTRUCTIONS:

1. *This Paper Consist of Two Sections A and B*
2. *Section A is Compulsory*
3. *Answer Any Two Questions from Section B*

Section A (30 Marks)

Answer All Questions in This Section

- Q1. a) Describe the following types of breakfast
- i. Continental(3mks)
 - ii. Full breakfast (3 mks)
- b) Outline the procedure for the service of full breakfast to seated guests in a restaurant(7mks)
- c) Outline seven detail which are recorded in a function book form (7mks)
- d) Explain three guidelines which should be followed by staff when positioning items on a breakfast tray (6mks)
- e) Explain the meaning of the term function catering and give any four types of functions (4mks)

Section B (40mks)

Answer any two questions from this section

- Q2 a) Describe four features of each of the following types of buffets
- i. Finger buffets(4mks)
 - ii. Fork buffets (4mks)
 - iii. Display buffets (4mks)

- b) Explain the meaning of each of the following terms as used in food and beverages services
- i. Floor/room service(2mks)
 - ii. Lounge service (2mks)
 - iii. Hospital tray service (2mks)
 - iv. Home delivery (2mks)

Q3(a) State four duties for each of the following members of function service staff

- i. Banqueting manager (4mks)
 - ii. Banqueting headwaiter (4mks)
 - iii. Banqueting sales managers(4mks)
- b) Describes each of the following classes of menu
- i. Table d hote (4mks)
 - ii. A la carte(4mks)

Q4 a) Discuss ways in which each of the following factors influence customers menu choice

- i. Health (4mks)
- ii. Special diets (4mks)
- iii. Culture/religion (4mks)

(b) Outline eight factors which guide the choice of food and drink by customer in a restaurant (8mks)

Q5 a) Discuss the historical development of the menu (5mks)

- b) Illustrate a banquet organization structure (10mks)
- c) Identify five items which are placed on the breakfast table when the customer is seated(5mks)